Job Title: Apple Systems Technician
Reports to: Systems Manager, Technology Support Services
FLSA: Non-Exempt, 226 days

SUMMARY:

Performs on-site technical work to install, maintain, and/or manage Apple computer equipment, mobile devices, networks, systems, and software applications throughout the district using established guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists with integration and management of district approved Apple software.

Where required, installs, configures, tests, maintains, monitors, and troubleshoots associated end user licensed/approved software and hardware products.

Diagnoses and resolves issues related to software deployment and workstation imaging.

Assists in package creation and delivery for all approved Apple software deployments.

Provides end user training for Apple products and mobile devices when required.

Assists with ongoing projects as necessary.

Creates, maintains, and troubleshoots computer and/or mobile device policies, profiles and groups using management software.

Assists with inventory within the management software.

Provides assistance to campuses/departments.

Creates and maintains standards and procedural documents.

Works independently and exercises reasonable judgment with little supervision while providing clear documentation of activities and accomplishments.

Performs other such duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job does not have any supervisory responsibilities.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE
Associate degree in computer related field or equivalent training and two years computer experience; or high school diploma/GED and four years technology service and support experience. JAMF certification preferred.

Experience with the following:
- Knowledge of and technical expertise supporting Apple products.
- Knowledge of MDM solution for various devices.
- Knowledge of basic scripting language such as Bash or Python.
- Knowledge of Mac OS desktop operating systems.
- Skill in working in collaborative team-based environments and using good inter-personal communication.
- Ability to prioritize and organize work responsibilities.
- Ability to multi-task and pay attention to detail.
- Skill in providing customer service.
- Ability to work under pressure and meet deadlines.
-Excellent verbal and written communication skills in working with technical and non-technical people.
-Ability to develop and maintain collaborative relationships among all levels of an organization. - Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must regularly lift and carry (less than 15 pounds). Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of the job. The noise level in the work environment is usually quiet.

Prepared Date: February 8, 2019

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.