



## Job Description

**Job Title:** Apple Support Technician  
**Department:** Computer Support  
**Responsible to:** IT Support Manager  
**Last reviewed:** August 2021

### Job Outline and Purpose:

Haileybury is an outstanding British independent co-educational boarding school, offering modern boarding and day provision for 875 boys and girls aged 11-18. Established in 1862, we are situated on a glorious and historic 500-acre campus in Hertfordshire, just 20 miles north of London.

The Apple Support Technician will lead on the delivery of support for all Apple equipment and solutions in use. Management of Apple School Manager, our Mobile Device Management platform and other associated systems is also key. The post holder will work closely with the Computer Support Department, staff, pupils, parents and external suppliers.

The nature of a 24hr a day, 7 days per week boarding school require staff to work flexibly and as the School is used by pupils at weekends, which are also the time most parents visit the School, there may be a requirement for the job holder to work early mornings, evenings and weekends.

### Key Responsibilities

- Lead and escalation point for support issues relating to Apple products and systems to a 2nd or 3rd line level.
- Management of Apple School Manager.
- Management and configuration changes of our Mobile Device Management (MDM) system.
- Diagnosing and resolving issues with apps.
- Testing and deployment of apps and management of licenses.
- Maintain the pool of loan Apple equipment to minimise the time customers spend without a device.
- Process insurance and warranty claims.
- Support of other IT systems at a 1st to 2nd line level.
- Working with the IT Support Manager to ensure proper and timely escalation of issues.

### Person Specification

#### Experience

- Experience of IT support to 2nd line level

- Proven ability of supporting and administering Apple equipment in a networked environment, in particular iPads, macOS devices and Apple TVs
- Experience of troubleshooting iOS/macOS/tvOS and Apple hardware
- Experience of MDM solutions, ideally JAMF Pro
- Experience of working within a school environment desirable

## **Skills**

- Proven ability to communicate clearly and effectively technical concepts in writing and verbally to non-technical audiences
- High level of computer literacy and working knowledge of Windows, Apple, Microsoft and Google Workspace highly desirable
- Understanding of Apple management technologies (e.g. DEP, APNS)
- Excellent communication skills with all relevant client groups, both internally and externally
- Ability to understand and operate within a school environment
- Well organised with the ability to prioritise work to deadlines and under pressure
- Ability to work in a way that promotes the safety and wellbeing of children and young people
- Ability to maintain confidentiality with tact, diplomacy and discretion
- Ability to work in a team and individually, using own initiative
- Flexible with the ability to adapt to changes to work schedules
- Accurate with an eye for detail
- Good numeracy, literacy and keyboard skills
- Confident, self-motivated and proactive
- Enthusiastic with the ability to learn
- Honest, polite, reliable, resourceful, flexible, punctual and committed

## **Qualifications**

- A relevant degree or qualification desirable
- Apple macOS Support Essentials desirable
- Apple Deployment and Management desirable
- A good standard of education
- Must hold a current driving licence

## **Child Protection at Haileybury**

In addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

## **Health & Safety at Haileybury**

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to be comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

**Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

**Code of Conduct Statement**

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.