



Position Details

Technical Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS

Advertised Job Title	Apple Endpoint Platform Engineer
Job Reference	101827
Tenure	Indefinite, Full-time
Salary Range	AU\$100,103k to AU\$113,251k pa (pro-rata for part-time) + up to 15.4% superannuation
Location(s)	All locations considered
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	IT Manager – Endpoint Platforms & Services
Client Focus – Internal	90%
Client Focus – External	10%
Enquire about this job	Tod Mahoney via email tod.mahoney@csiro.au or phone +61 0402 578 362
Number of Direct Reports	0
How to apply	Apply online at https://jobs.csiro.au/ Internal applicants please apply via Jobs Central If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220.

Acknowledgement of Country

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](#).

Child Safety

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](#).

Role Overview

The Apple Endpoint Platform Engineer is a technical position within the Information Management & Technology (IMT) function, reporting to the Manager of the Endpoint Platforms & Services group. The role will be responsible for providing technical support and implementing functional IT systems and deliverables to meet our organisational and governmental requirements.

The role will require developing, packaging, testing, deploying, and supporting macOS/iOS operating environments, as well as providing ongoing maintenance and troubleshooting of issues. This is a key role in the IMT support team, responsible for delivering service management and analysis, as well as driving improvements and enhancements for the macOS/iOS operating environments.

The technologies involved include macOS/iOS, Jamf Pro, Microsoft Intune, Apple Business Manager, and languages such as Python, Perl, Bash, Objective-C/Swift and JavaScript. It is expected that an applicant will possess skills in a number of these areas. Well-developed scripting skills are highly desirable.

The successful applicant will work in a motivated and highly collaborative agile development environment.

Duties and Key Result Areas:

- Design, Implementation and Administration of macOS/iOS Services Infrastructure using Jamf Pro and Microsoft Intune to create and configure policies for application and patch deployment, configuration profiles and self-service portals.
- Configure and manage Apple Automated Device Enrolment, MDM and Volume Purchase Program via Apple Business Manager.
- Configuration management of iOS devices using Microsoft Intune
- Perform root cause analysis to recover from service interruptions quickly and to prevent recurring problems.
- Provide technical solutions and coordination for exceptions and issues as they arise.
- Ability to understand and analyse issues and use judgment to make decisions.
- Liaise with clients to determine their needs, take personal responsibility for their satisfaction, and correct issues promptly.
- Participate in project planning, accept responsibility for executing significant parts of the project, and ensure the interpretation and communication of results.
- Proactively collaborate with software and hardware vendors to resolve issues.
- Develop original techniques, processes, especially when encountering new problems where methods are not defined and initiative is required in seeking new approaches to improve the service provided and meet client needs.
- Ability to write and maintain documentation for multiple audiences, including technical documentation, end-user guides and whole-of-business policies.
- Work collaboratively as part of a multi-disciplinary, often regionally dispersed team, and business unit to carry out tasks in support of CSIRO scientific objectives.
- Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO's reputation.

- Adhere to the spirit and practice of CSIRO's Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
- Other duties as directed.

Required Competencies:

- **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
- **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
- **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
- **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
- **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

Selection Criteria

Essential

Under CSIRO policy only those who meet all essential criteria can be appointed.

1. Extensive knowledge of macOS/iOS Operating systems with the ability to perform troubleshooting of complex technical problems and deliver service improvement projects.
2. Extensive knowledge of Jamf Pro MDM and DEP/ADE, VPP for application and device configuration.
3. Familiarity with Apple device support and other related services using Apple Business Manager
4. Experienced in scripting languages, including Bash and Python.
5. Good understanding of Active Directory, Microsoft Intune, Kerberos, Storage, Networking and Certificate Authority.
6. Effective written and oral communication skills with proven ability to communicate with staff and clients at all levels, including ability to write and maintain documentation for multiple audiences, including end-user guides and technical documentation.

Desirable:

1. Relevant industry certifications or training such as Jamf 200 certification
2. Strong understanding of Windows OS and configuration (smb, printing, web services)

3. Knowledge of SQL and Database Management
4. Knowledge of Ubuntu or other Linux-based operating systems.
5. Knowledge of version control systems and change management process

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

The successful candidate will be required to obtain and maintain a security clearance at the Negative Vetting 1 Level.

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](#) for more information.

CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

- People First
- Further Together
- Making it Real
- Trusted