



# ST. IGNATIUS COLLEGE PREPARATORY

## Apple Device Support Engineer

**STATUS:** Exempt

**REPORTS TO:** Director of Information Technology

**HOURS:** 8:00am - 5:00pm (TBD)

### **MISSION STATEMENT:**

*St. Ignatius College Preparatory is a Catholic, Jesuit school serving the San Francisco Bay Area since 1855. Through a rigorous and integrated program of academic, spiritual, and co-curricular activities, St. Ignatius challenges its students to lead lives of faith, integrity, and compassion. Students are enriched by a diverse and loving Christian community and are called to become life-long learners who develop their individual talents for the greater glory of God. With a commitment to intellectual excellence, leadership, service, and justice, we strive to be men and women for and with others, responding courageously to the opportunities and challenges of our time.*

### **PRIMARY ROLE:**

We are seeking to hire an Apple Device Support Engineer. This position will be responsible for all levels of support, managing, maintaining, updating, and issuing Apple computers and iPads on campus. Additional responsibilities will include, but are not limited to:

- Taking complete ownership of our Apple support and imaging infrastructure including Apple DEP, MDM (Mosyle) and munki.
- Set up, image, configure and deliver Apple, Chromebook, and Windows computers as required.
- Maintaining user accounts, management, and support for a number of SaaS products.
- Providing secondary support for Windows/Chromebooks/Network as needed.
- Conducting research and making recommendations on products, services, protocols, and standards to support our department.
- Training and empowering our community on our systems and standard software.
- Ensuring integrity, confidentiality, and reliability of data and systems.
- Documenting completely all database and system modifications, data movement, procedures, policies, upgrades and improvements.
- Providing outstanding customer service by taking complete ownership of customer interactions and providing excellent service that meets the scope and guidelines of the department as well as following school policies.

### **A SUCCESSFUL CANDIDATE:**

- Will have a Bachelor's degree (or equivalent verifiable experience)
- MUST have at least 3 years of verifiable professional experience supporting Apple devices.
- MUST have experience working with MDM and imaging systems
- Will have Apple Support certifications (or is willing to obtain certifications within 6 months of hire).
- Will have the ability to interact respectfully and effectively with both adults and children.
- Will exhibit a flexible and proactive mindset.
- Will be able to demonstrate cultural competency (and an openness to growth in this area) in their work, collaboration with others, and leadership.
- Will support the mission, vision, and values of the school.
- Has the ability to work within an in-person model.

### **PREFERRED QUALIFICATIONS:**

- Knowledge of scripting languages or ability to code (php/python/etc)
- Experience with data management
- Experience with SQL or other relational database systems
- Previous experience in education environments

### **HOW TO APPLY:**

Interested applicants should submit a cover letter, resume and salary requirements (a must) using this link: [Application Link](#)

### **SI OFFERS A COMPREHENSIVE AND RICH EMPLOYEE BENEFITS PROGRAM FOR FULL TIME, REGULAR EMPLOYEES, WHICH INCLUDES:**

- Company paid Medical Insurance Contributions for single, two-party and family plans at a rate of 75%
- Fully paid insurance for Dental, Vision, Life, AD&D coverage for single, two-party and family plans
- Flexible Spending Plans for insurance plans plus for child care coverage
- Tuition remission program
- Student Loan Reimbursement (up to \$2,000 annually)
- Annual Retirement Savings Contributions
- Professional Development Resources

### **SI FOSTERS A DIVERSE AND INCLUSIVE COMMUNITY:**

St. Ignatius College Preparatory strives to be a just, inclusive, and Catholic, Ignatian community where all students, faculty, staff, parents and alumni feel seen, heard, valued, and loved and experience full acceptance. We are committed to hiring, supporting, and retaining a diverse faculty and staff. We see our determination to offer diversity, equity, inclusion, and belonging not as a destination to be reached, but a continuous, life-long journey together.

**\*\*Pre-employment background screening is required for all positions. *St. Ignatius College Preparatory* is required by law to conduct FBI and DOJ background checks.**