

Group Member:		Luminate Education Group	
Job Title:		Senior Apple Systems Specialist	
Reports to:		ITSS Service Delivery Support Manager	
Job Grade	LEG F	Department	ITSS

ROLE SUMMARY:

Responsible for the installation, configuration, support and maintenance of Apple devices and associated infrastructure across Luminate Education Group. Manage on-premise and cloud-based JAMF Pro, Apple Business Manager and Automated Device Enrolment to ensure secure device deployment, management and lifecycle support. Liaise with Leeds Conservatoire, Luminate Education Group and third-party suppliers to deliver and develop Apple technology solutions, while providing technical support for music production and education applications, including Avid Sibelius, Avid Pro Tools, Logic Pro and Ableton Live.

CORE RESPONSIBILITIES:

1. Administer and maintain the JAMF Pro environment, ensuring Apple devices are securely managed, compliant and operating effectively across the organisation.
2. Design, implement and maintain device enrolment processes using JAMF Pro.
3. Create, test and deploy software packages, policies, configuration profiles and scripts to Apple devices using JAMF Pro.
4. Manage operating system upgrades and security patching for macOS, iPadOS and other Apple platforms, ensuring minimal disruption to teaching and business operations.
5. Manage license servers, print servers and authentication ensuring minimal disruption to teaching and business operations.
6. Monitor device compliance, security posture and inventory reporting, taking proactive action to address vulnerabilities and configuration issues.
7. Develop and maintain JAMF documentation, operating procedures, technical standards and knowledge base articles.
8. Support and troubleshoot Apple device enrolment, authentication, software deployment and endpoint management issues.
9. Manage Apple software licensing and volume purchasing in conjunction with the Leeds Conservatoire Audio Visual Team.
10. Work with cyber security teams to implement security controls, endpoint protection, encryption and compliance standards across Apple devices.
11. Produce regular reports on Apple estate usage, compliance, device health, asset lifecycle and software deployment success rates.

12. Provide technical expertise for specialist Apple-based teaching environments, including music production, audio recording, video editing and creative media applications.
13. Support the evaluation, testing and implementation of new Apple technologies and services to enhance the student and staff experience.
14. Work closely with academic departments to ensure Apple technologies effectively support curriculum delivery and specialist industry software requirements.
15. Participate in disaster recovery, backup validation and business continuity testing relating to Apple services and devices.
16. Act as the lead technical specialist for Apple technologies at Leeds Conservatoire, providing expert guidance to colleagues, third-party suppliers and senior stakeholders.
17. Any other duties that are specific to the department.
18. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
19. Ability to participate in evening/weekend work as required.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 3 Maths and English	A / C
E	Q2. IT Service Management (ITSM) qualification or demonstrable experience working within an IT Service Management environment.	A / C
D	Q3. Knowledge and understanding of Music Technology	A / C
D	Q4. JAMF Certified Associate, JAMF Certified Technician or equivalent Apple certification	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Knowledge, experience and understanding of music production and video equipment and software.	A / I
E	EK2. Knowledge, experience and understanding of Apple computers and device management and deployment.	A / I

E	EK3. Experience administering JAMF Pro in an enterprise or educational environment.	A / I
E	EK4. Excellent IT skills, including a good working knowledge of Apple infrastructure, endpoint security and integration with a Microsoft environment.	A / I
E	EK5. Knowledge of data protection, data security and cyber security in an organisation.	A / I
E	EK6. Knowledge of macOS, iPadOS and Apple security frameworks including	
E	EK7. Experience using IT Service Management systems to manage incidents, service requests, change requests and service levels.	A / I
E	EK8. Understanding of good customer service, the principles of good customer service care and how to apply the principles with all customers.	A / I
D	EK9. Knowledge, experience and understanding of music software licensing, licence server technologies and digital audio workstation (DAW) environments.	A / I
D	EK10. Knowledge of music technology applications including Avid Sibelius, Avid Pro Tools, Logic Pro and Ableton Live.	
D	EK11. Experience administering Apple Business Manager, Managed Apple IDs and Automated Device Enrolment.	
D	EK12. Experience integrating Apple devices with Microsoft Entra ID, Microsoft Intune or other identity management solutions.	
D	EK13. Knowledge of macOS security controls, encryption, compliance monitoring and endpoint security solutions.	A / I
D	EK14. Experience creating scripts and automation solutions to support Apple device management.	A / I
D	EK15. Experience of Apple Business Manager, Automated Device Enrolment and Managed Apple IDs	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent customer service skills.	A / I
E	SC2. A high level of interpersonal and communication skills. The ability to communicate to colleagues at all levels of the organisation. Able to communicate difficult or technical messages without jargon but with positivity and empathy.	A / I
E	SC3. Analytical and problem solving skills. Ability to deal with complex technical and non-technical situations on behalf of team.	A / I
E	SC4. Demonstrable experience of working collaboratively within a technical team to deliver effective IT solutions that support teaching,	A / I
E	SC5. Being a positive influence on colleagues and wider team. Able to turn around situations to provide positive outcomes.	A / I
D	SC6. Full Driving License with access to own transportation which could be used for business use.	A / C

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I