

Job Title:	Professional Services Engineer
Department:	Professional Services
Location:	Nottingham or London
Reporting to:	Head of Field Services
Reports:	None

About the role

As a Jigsaw24 Professional Services Engineer (PSE) you will be working within the professional services team. Your primary role will be to provide consultation and implementation of, predominantly, client management solutions, in line with Jigsaw24's solution portfolio. With a move away from traditional management workflows, we are looking for an engineer who is forward thinking and has experience of modern deployment practices.

This is a high profile role working with Jigsaw24's flagship customers. The role will include travel to customer locations across the UK.

As part of the role, it is expected the engineer will be a trusted advisor for the customer, ensuring their skills are kept up to date through a combination of training arranged by the company and self-study.

Responsibilities

- Technically leads projects with onsite installation work.
- Lead remote installations where appropriate.
- Consultation and writing of low level design documentation of complex macOS integrations and Jamf Pro implementations.
- Provide post-implementation documentation.
- Provide up to date progress reports on complex projects.
- Liaise with internal colleagues as well as third party vendors to resolve issues.
- Be a single point of contact for the client when on site.
- Provide user handover training.
- Travel to client sites within the UK.
- Help the sales organisation with the scoping of professional service jobs.
- Contribute to the design of common portfolio solutions.

Experience

- Demonstrable experience of Jamf, infrastructure or other core technologies and third line elements of macOS.
- Technologically capable, with experience of successfully building platforms in technically complex environments.
- Experience of designing/delivering modern workflow methodologies (DEP/VPP/ABM).
- Experience with remote and/or onsite support.
- Minimum five years experience of working with Apple operating systems.
- Experience working with Apple hardware.
- Experience in an ITIL environment (desirable).
- Demonstratable experience of projects involving multi-site rollouts (desirable).
- Experience with open source client management tools (munki, micromdm, etc).
- Working relationship with Apple or other third party vendors.
- Good macOS scripting skills.

Personal characteristics

- Have the ability to, and a track record of, bringing passion, energy and motivation to a business.
- Strong communication skills, able to gain commitment and buy-in to a common vision and clearly stated goals.
- Organises and clearly prioritises; unafraid to set an agenda or take the lead.
- Track record of delivering performance, able to provide examples of platforms that have been delivered successfully.
- Fault-finding skills with software/hardware.
- Ability to work to corporate processes.
- Good written and verbal communication skills.
- Apple macOS administration skills.
- Be flexible and customer solution focused.
- Possess a “can do” attitude.