

Job Title:	Professional Services Consultant
Department:	Professional Services
Location:	UK wide
Reporting to:	Head of Engineering UK

ABOUT THE ROLE

As a Jigsaw24 Professional Services Consultant, your primary role will be to provide consultation and implementation of client management solutions in line with our solution portfolio. While recognising traditional management workflows, we are looking for engineers that are forward thinking and have experience in modern deployment practices.

This is a high-profile role working with Jigsaw24's current or prospective enterprise customers; the role will ordinarily include travel to customer locations across the UK (acknowledging current travel restrictions).

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

RESPONSIBILITIES:

- Technically lead projects with on-site installation work.
- Lead remote installations where appropriate.
- Consultation and scripting of low-level design documentation for complex macOS integrations and Jamf Pro implementations.
- Provide up-to-date progress reports on complex projects.
- Provide post-implementation documentation.
- Liaise with internal colleagues as well as third-party vendors to resolve issues.
- Be a single point of technical contact for the client.
- Provide end user upskilling or handover training.
- Support sales/pre-sales colleagues with the scoping of professional service engagements.
- Contribute to the design of new portfolio solutions.
- Knowledge transfer and upskilling of Professional Services colleagues.

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 delivery and support.
- Minimum five years' experience of working with Apple operating systems.
- Experience working with Apple hardware.
- Experience of other MDM platforms, including Intune.
- Experience with open source client management tools (Munki, MicroMDM, etc).
- Experience of working closely with Apple and other third-party vendors.
- Good macOS scripting skills.
- Experience working within an ITIL environment (desirable).
- Demonstrable experience of projects involving multi-site rollouts (desirable).

PERSONAL CHARACTERISTICS:

- Has the ability to bring passion, energy and motivation to our business, and a track record of doing so in previous roles.
- Has strong communication skills, and is able to gain commitment and buy-in to a common vision and clearly stated goals.
- Organises and clearly prioritises; comfortable to set an agenda or take the lead.
- Possesses a track record of delivering performance, and is able to provide examples of platforms that have been delivered successfully.
- Fault-finding skills with software/hardware.
- An ability to work to corporate processes.
- Good written and verbal communication skills.
- Apple macOS administration skills.
- Is flexible and customer solution focused.
- Possesses a real “can-do” attitude.