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| **Job ID :** | 354063 | **Job Title** | MAC Operating System Engineer |
| **Location :** | Atlanta, GA | **Desired Skills :** | Desktop |
| **Job Function :** | TECHNOLOGY | **Need Experience :** | 5 - 8 years of experience |
| **Role:** | Engineer | **Send Resumes to :** | resumes@taurusbiz.com |
| **Description :*** 5+ years of experience in managing mac devices in a large scale environment.
* Proven experience in managing and supporting Mac devices in an enterprise environment.
* Proficiency with Mac management tools such as ****Jamf Pro and Apple Business Manager.****
* Strong understanding of macOS operating system, configuration, and security.
* Experience with scripting languages such as Bash, Python, or Apple Script.
* Patching and Application packaging as per organization requirements for mac devices.
* Familiarity with configuration management databases (CMDB) and IT service management (ITSM) tools
* Experience with mobile device management (MDM) solutions
* Knowledge of network protocols and security practices.
* Experience with integration of Mac devices in a mixed OS environment (Windows/Linux).
* Excellent problem-solving ,root cause analysis and troubleshooting skills.
* Strong communication and interpersonal skills.
* Ability to work independently and as part of a team.
* Certification in Apple Certified Support Professional (ACSP) or Apple Certified IT Professional (ACITP) is preferred.

****Roles & Responsibilities:***** Design and implement standard configurations for Mac devices in line with organizational policies and security standards.
* Deploy and manage Mac devices using tools like Jamf Pro and Apple Business Manager.
* Ensure seamless integration of new devices into the existing infrastructure.
* Package, deploy, and update software applications on Mac devices.
* Utilize software packaging tools and deployment scripts to streamline application distribution.
* Manage licenses and ensure compliance with software agreements.
* Maintain accurate records of all Mac devices, including hardware, software, and peripheral inventories.
* Track device life cycle, from procurement through disposal, ensuring proper documentation and compliance.
* Implement and manage security measures to protect Mac devices, including antivirus, encryption, and endpoint protection tools.
* Conduct regular security assessments and vulnerability scans on Mac endpoints.
* Regularly deploy security patches and updates to Mac devices.
* Monitor patch compliance and generate reports to ensure all systems are up-to-date and secure.
* Implement and manage encryption solutions (FileVault) to ensure data protection.
* Ready to adapt to changes in new technology and work in new MDM solutions
* Develop and maintain data backup and recovery procedures for Mac device s.
* Provide Tier 2 and Tier 3 support for Mac-related hardware and software issues.
* Diagnose and resolve complex technical problems, escalating to vendors when necessary.
* Create and maintain detailed documentation for Mac configurations, procedures, and troubleshooting guides.
* Conduct training sessions and provide user support on Mac best practices and security.
* Develop and maintain automation scripts to streamline Mac device management tasks.
* Utilize languages such as Bash, Python, or Apple Script for scripting automation.
* Identify repetitive tasks and create automated solutions to enhance efficiency and accuracy.
* Implement and maintain automated workflows for software deployment, configuration management, and device monitoring.
* Collaborate with IT teams, security teams, and other stakeholders to ensure seamless Mac device integration.
* Provide technical expertise and guidance in cross-functional projects related to Mac devices.
* Lead or participate in projects related to Mac device deployment, upgrades, and migrations.
* Manage project timelines, resources, and deliverables to ensure successful completion.
* Stay updated with the latest trends, technologies, and best practices in Mac management.
* Solicit feedback from end-users and stakeholders to identify areas for improvement.
* Innovate and implement new solutions to improve the Mac user experience and operational efficiency.
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| **Reviewed By**: | Swathi G | **Date**: | 03/25/2025 |
| **Approved By**: | Ram S | **Date**: | 03/25/2025 |
| **Last Updated By**: | Swathi G | **Date/Time**: | 03/25/2025 |