



IT Apple Specialist Role Summary: Cary, North Carolina, USA

The TWR IT Apple Specialist supports TWR staff in the use of Apple devices. This includes configuring centralized services with MDM (Mac Device Management), reviewing and approving software installs, Mac and iPad purchasing and deployments, and troubleshooting.

Core Competencies:

- ✓ Commitment to Jesus Christ as evidenced by a personal relationship
- ✓ Excitement about being involved in full-time missions and willingness to develop a team of prayer and financial partners
- ✓ Good analytical and problem-solving skills
- ✓ Strong interpersonal skills to collaborate effectively with international colleagues
- ✓ Effective verbal and written communication
- ✓ Ability to manage multiple priorities and meet deadlines

Responsibilities:

- ✓ Provide helpdesk support to TWR global staff using Apple devices
- ✓ Set up centralized management console for Apple devices
- ✓ Deploy Apple devices
- ✓ Review software requests for Apple devices for consistency with other TWR software and compliance
- ✓ Actively participate on TWR's global IT team to develop documentation and best practices around management of Apple devices
- ✓ Oversee projects as assigned by the Director of IT/IS

Desirable Qualifications:

- ✓ Proficient in customer service and support
- ✓ Proficient in the use of office productivity software MS Word, Excel, PowerPoint, SharePoint, Teams
- ✓ Proficient in the use of mac device management and centralized apple device management tools
- ✓ Experience with general IT concepts such as networking, PC setup and support, Mac setup and support, Office Productivity Software, etc.
- ✓ Experience in troubleshooting end user computer issues
- ✓ Familiar with storage technologies