

Position Summary

Avum, Inc. is seeking an experienced Desktop Support Specialist to provide responsive, high-quality technical support to our remote workforce. This mid-to-senior-level position will serve as a hands-on escalation resource for complex endpoint, software, connectivity, identity, and security issues.

Our environment consists of approximately 80% Apple macOS devices and 20% Microsoft Windows devices. The ideal candidate will have advanced macOS and Jamf experience, solid Windows expertise, and the ability to solve technical problems independently in a remote environment.

Key Responsibilities

- Provide Tier 2 and Tier 3 remote technical support for macOS and Windows computers, mobile devices, peripherals, and business applications.
- Diagnose and resolve hardware, software, performance, network, VPN, authentication, account access, and connectivity issues.
- Administer Jamf, including device enrollment, configuration profiles, policies, software packages, scripts, smart groups, inventory, security, and compliance troubleshooting.
- Manage the complete device lifecycle, including provisioning, deployment, maintenance, inventory tracking, shipping, replacement, recovery, decommissioning, and secure disposal.
- Administer and troubleshoot user accounts, permissions, group memberships, multifactor authentication, single sign on, and related productivity and remote management platforms.
- Apply operating system updates, software deployments, encryption requirements, security policies, and endpoint compliance controls.
- Maintain accurate asset records, service documentation, troubleshooting notes, and knowledge base articles.
- Identify recurring issues and recommend improvements to support processes, documentation, and automation.
- Communicate effectively with employees, mentor less experienced technicians, coordinate escalations, and support IT projects such as device migrations, software rollouts, security initiatives, and platform upgrades.

Work Schedule and Remote Expectations

Core collaboration hours are 9:00 a.m. to 5:00 p.m. in the employee's assigned time zone. Schedule adjustments or occasional after hours work may be required based on business, project, or contract needs. This position does not include a regular on call rotation.

Employees must maintain a reliable internet connection and appropriate remote workspace. They may be required to receive, store, ship, or coordinate the return of company equipment and occasionally lift, carry, or move equipment weighing up to 25 pounds, with or without reasonable accommodation.

Compensation

The salary range for this position is \$80,000 to \$110,000 annually, with a target midpoint of \$95,000. Actual compensation will be determined based on experience, qualifications, certifications, and geographic location. Avum offers a comprehensive benefits package including medical (Cigna), dental and vision (Principal), 401(k), PTO, education reimbursement, and certification reimbursement.

Work Environment & Requirements

- Hybrid/remote work environment with potential on-site requirements based on contract needs
- U.S. citizenship required
- Security clearance: Active Secret clearance required or ability to obtain
- Background check required

Equal Employment Opportunity

Avum, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other protected class under federal, state, or local law. Avum is committed to compliance with Section 503 of the Rehabilitation Act and VEVRAA, and maintains an active Affirmative Action Plan.

Required Qualifications

- 5 or more years of desktop or endpoint support experience, including Tier 2 or Tier 3 support.
- 3 or more years of hands-on Jamf administration experience, including device management, software deployment, security enforcement, and troubleshooting.

- Advanced experience supporting macOS devices and solid experience supporting Windows devices in a business environment.
- Experience with endpoint provisioning, configuration, patching, encryption, security, and decommissioning.
- Experience supporting user accounts, multifactor authentication, single sign on, user directories, group memberships, and role based permissions.
- Practical knowledge of TCP/IP, DNS, DHCP, Wi Fi, VPNs, and common network troubleshooting methods.
- Familiarity with ticketing systems, remote support tools, productivity suites, and collaboration platforms.
- Strong troubleshooting, communication, organization, and documentation skills, with the ability to manage complex issues independently in a fully remote environment.
- Ability to exercise sound judgment and handle employee and company information with discretion.

Preferred Qualifications

- Experience with Jamf Connect, Jamf Protect, Apple Business Manager, and automated device enrollment.
- Experience with zero touch deployment, application packaging, configuration profiles, FileVault management, patch policies, and compliance reporting.
- Experience with scripting or automation using shell scripts, Python, or another relevant language.
- Experience supporting cloud applications, security tools, audiovisual equipment, or mobile devices.
- Previous experience mentoring technicians or improving service desk processes.
- Relevant Jamf, Apple, Microsoft, IT service management, networking, or security certifications.