

Engineer, Applications
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=260723>

Downloaded On: Aug. 6, 2025 6:48am

Posted Aug. 5, 2025, set to expire Nov. 29, 2025

Job Title Engineer, Applications
Department Staff
Institution Austin Community College
Austin, Texas

Date Posted Aug. 5, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Apply By Email

Job Description

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Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -[AR 4.0300.01](#)

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Engineer, Applications

Job Description Summary:

The Applications Engineer supports ACC's IT systems, including cloud platforms, service management tools, and administration of endpoint management platforms. The role handles day-to-day administration, automation, and troubleshooting, while also providing escalation point and technical support for Windows and macOS management tools.

Job Description:

Description of duties:

- Provides Service Management Platform maintenance, upgrade, configuration, and client support. Creates procedures, meets unit goals, and Service Level objectives for day-to-day operations and quality improvement processes. Collaborates with the IT team members to solve procedural,

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operational and technical problems.

- Meets business and service strategy goals for client support and application management. Works with Vendors to roll out approved emerging technologies, practices, and processes.
- Partners with business and technology subject matter experts to ensure business requirements are optimized into technological solutions. Maintains appropriate documentation and procedures for application support.
- Participates in training, is required to remain current on Service Management platform features, benefits, modules, security, to ensure optimum performance of platform for user groups.
- Implements and/or integrates software, hardware and cloud based solutions into ACC's application stack: Collate and verify software inventory data and reconcile software inventory and usage with entitlements. Verify the accuracy of software entitlements and deployment data across the organization with assigned software and contract owners.
- Collaborates collegewide with business owners, development teams and technology leaders on product development, best practices, and automation: Ensure effective governance to review, enhance, and/or develop a software asset management framework, policies, processes, and procedures, metrics and KPIs.
- Oversees applications and operation delivery to provide timely and efficient delivery of services to customers and business partners: Analyzes workflow and works with Sr. Mgr. Applications Support to meet priorities and goals.
- Provides excellent customer service and support to the requesting department team members, management, vendors and staff.

Core Responsibilities

- Cloud & Application Engineering.
- Support cloud-based infrastructure (TeamDynamix, Google Workspace, AWS, etc.) and all required integrations.
- Support migration of applications from on-premises to the cloud, ensuring availability and cost-efficiency.
- Develop automation scripts and optimize performance for enterprise cloud environments.
- Secure and audit cloud environments in compliance with organizational policies.

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IT Service Management Platform Administration

- Serve as technical and support owner for the ITSM platform (e.g., TeamDynamix).
- Configure workflows, incident/request/change/problem management modules.
- Integrate TeamDynamix with third-party platforms (e.g., Okta, Jamf, Workspace1, Active Directory, monitoring tools).
- Automate processes and APIs for enhanced user experience.
- Maintain platform documentation, provide training, and ensure change management compliance.

macOS Endpoint Management Back-up Support

- Administer Jamf Pro for managing macOS devices and apply zero-touch deployment strategies.
- Integrate with Apple Business Manager for automated provisioning and software management.
- Write and maintain automation scripts (Bash, Python, AppleScript) for deployment and compliance.
- Monitor and enforce security settings such as FileVault encryption and antivirus policies.
- Provide Tier 2/3 support and cross-team collaboration for device troubleshooting.

Windows Endpoint Engineering Back-up Support

- Design, build, and maintain standard Windows 10/11 images using MDT and Hyper-V.
- Automate deployments using PowerShell, Workspace ONE, and SCCM/MECM.
- Manage Windows update/patch cycles, device compliance, and driver libraries.
- Configure and enforce policies through Active Directory GPOs and endpoint security tools.
- Provide Tier 3 support and manage full device lifecycle across the campus environment.

Knowledge

- Knowledge of Information Technology Infrastructure Library (ITIL).

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- Customer service techniques and practices.
- Understanding of Relational Database Theory.
- Database development and maintenance.
- Familiarity with CAD software.
- Knowledge in various programming languages (Java, Perl, Python, C++ etc.).
- Knowledge of endpoint lifecycle management, security compliance.

Skills

- Maintaining an established work schedule and providing on call direction as needed to resolve computer-related problems.
- Effectively using interpersonal and communications skills, including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Maintaining confidentiality of work-related information and materials.
- Excellent communication, written and verbal, and interpersonal skills.
- Handling multiple projects and meeting deadlines.

Technology Skills

- Cloud/Infra: Service management platform - TeamDynamix, Microsoft, Google Workspace (multi-domain), AWS, Workspace ONE, JAMF, VMware, Docker.
- Endpoint Management: Jamf Pro, Apple Business Manager, Workspace One, Microsoft MECM/SCCM, Intune.
- ITSM & Automation: Team Dynamix, or other service management platforms.
- Security & IAM: Okta, Azure AD, FileVault, BitLocker, MDM, GPOs, encryption tools.
- Scripting & DevOps: PowerShell, Bash, Python, AppleScript, GAM, Ansible.
- Database & Applications: Relational DBs, SQL, Ellucian Colleague, Accudemia, AIX.
- Other Systems: ProDoc, Box, Asana, Mediasite, WebEx.

Required Work Experience

- Two years related work experience.

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Preferred Work Experience

- Five or more years related work experience.
- Experience with configuration and engineering of IT Service Management platform(s) according to ITIL best practices.
- Proven hands-on experience managing enterprise Windows/macOS endpoints and cloud platforms.
- Strong scripting background (PowerShell, Bash, Python).
- Experience integrating enterprise platforms and working in multi-stakeholder environments.

Required Education

- Bachelor's degree.

Four years of related work experience may substitute for this education requirement. Applicants who substitute work experience to meet the education requirement must use additional related work experience to meet the years of "Required Work Experience" for this position.

Preferred Education

- Bachelor's degree in computer engineering, computer science, or related field.

Special Requirements / Certifications

- Okta, Jamf 200/300, ITIL Foundation.
- AWS Certified Developer.
- Microsoft 365 Modern Desktop Admin.
- MCSD, MTA, PMI.
- Familiarity with Munki, AutoPkg, MunkiReport.
- Knowledge of modern MDM/endpoint strategies (Intune, Workspace ONE).
- Additional scripting capabilities (e.g., AppleScript, Ruby, PHP).

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- Reliable transportation for travel in the Austin area as required.

Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

Safety

- Work safely and follow safety rules.
- Report unsafe working conditions and behavior.
- Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Hybrid (Onsite Tues-Thurs, remote eligible per ACC policy)

Salary Range:

\$75,560 - \$94,449

Number of Openings:

2

Job Posting Close Date:

August 15, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

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Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Business-Center/Engineer--Applications_R-7722

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff
Austin Community College

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