# Position Details

# Space Communication – Operations (SCO) 1.1 – 3.1

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| The following information is for applicants | |
| Advertised Job Title | Operations Link Controller – Canberra Deep Space Communication Complex |
| Job Reference | 100548 |
| Tenure | Indefinite – Shift Roster. Full-time |
| Salary Range | AU$74,800 – 105,158 per annum, plus 32.4% shift penalty, plus 15.4% superannuation  Tracking station allowance $133.81/week  *(Also eligible for fleet transport to & from site, within a defined Canberra region)* |
| Location(s) | Tidbinbilla – Canberra Deep Space Communication Complex (CDSCC), ACT |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens who are able to meet the US Export Administration Regulation requirements (eligibility to be determined) |
| Position reports to the | Operations Team Leader |
| Client Focus – Internal | 40% |
| Client Focus – External | 60% |
| Number of Direct Reports | 0 |
| Enquire about this job | Kevin Knights via email: [Kevin.Knights@csiro.au](mailto:Kevin.Knights@csiro.au) or phone 02 6201 7877 |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

**Child Safety**

CSIRO is committed to the safety and well-being of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

### Role Overview

This position forms part of the Operations team at CDSCC. Initially, working under routine direction and supervision, this position will shadow and work with experienced Operations Link Controllers and other team members and receive on the job training and knowledge to enable the person to successfully complete the internal training/certification in Deep Space Network (DSN) Operations.

### Key Result Areas for Link Controller

* Work towards and successfully achieve the highest level of internal Link Controller Training.
* Support all team members, as applicable, in operations (and CDSCC) activities and responsibilities and take initiative to learn and grow on the job.
* Work towards acquiring skills and knowledge to undertake the responsibilities of a trained link controller as indicated above – noting that requirements regarding responsibility and independence of controllers will evolve over time.
* Communicate openly, effectively and respectfully with colleagues in the interests of good business practice, collaboration and enhancement of CSIRO’s and CDSCC’s reputations.
* Work collaboratively as part of a team to carry out tasks in support of objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

After successful completion of training and development Certified Link Controllers provide essential day-to-day operational support to the Deep Space Network (DSN) tracking schedule across various areas including:

* Configuring and controlling equipment to meet the requirements of the tracking schedule.
* Directly collaborate with projects to ensure they achieve their mission objectives.
* Logging and trend analysis activities.
* Monitoring of safety and operational procedures.
* Work with engineering and other operations staff to support system testing, including troubleshooting, anomaly identification and formulation of solutions to any identified issues.

In addition, Link Controllers undertake a Technical Site Monitoring (TSM) role requiring team members to work four 12-hour shifts (including two nightshifts) approximately once per month. As the single operations controller on-site (outside normal day operations hours) this role monitors the status of site systems and responds to (or seeks assistance to respond to) issues identified, as well as supporting the site security staff present. Initially this TSM requirement would be conducted in the presence of a second experienced controller until such time as the new controller is deemed able to assume this role alone.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

* Hold (or be working towards one or more of) a:
* Year 12 Certificate,
* CERT III or above in Electronic Engineering or equivalent
* CERT IV or above in Information Technology or a similar discipline
* DSN Operations Controller Certification (NASA training provided as part of position)
* Current Driver’s License.
* Ability to undertake shift work as required (which includes working some weekends and public holidays and regular nights).
* Ability to quickly learn and assimilate technical and computer-based systems knowledge.
* Strong ability to problem-solve, think logically, and manage time effectively.
* Good verbal and written communication skills.
* Working knowledge of the Microsoft Office suite (Outlook/Word/Excel/PowerPoint).
* Strong interpersonal and team skills, including a demonstrated ability to liaise appropriately with technical colleagues, and work collaboratively to diagnose issues and enhance systems.

#### Desirable

* First Aid Certificate.
* Basic understanding of Unix operation system commands and file manipulation.
* Interest and ability in the area of software development. Within the operations team a small number of staff participate in software development and scripting to support the enhancement of operations automation across the DSN. These additional software development activities can result in additional pay increments.

## **Required Competencies**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams.
* **Influence and Communication:** Good verbal and written communication skills and ability to work within a small team.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets, and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** With the support of senior operations controllers and supervisor, assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of impact on operations when determining the optimal and efficient use of resources.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

Special Requirements

* The successful candidate will require a National Police Clearance or equivalent.
* As this site works directly with NASA and JPL, the successful applicant will be required to obtain an Export Administration Regulations (EAR) clearance/approval, to perform the inherent requirements of the position.

**Applicants must be able:**

* Work the standard CDSCC operations shift team roster hours/days as required.
* Access stairs and ladders semi‐regularly, work at heights of up to 40m on antenna structures.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [Space and Astronomy](https://www.csiro.au/en/about/people/business-units/Space-and-Astronomy) for more information.

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted

**About CDSCC**

The **Canberra Deep Space Communication Complex (CDSCC)** supports ground‐based spacecraft telecommunications as part of the international National Aeronautic Space Administration (NASA)

Deep Space Network (DSN), under contractual arrangements between the NASA and the

Commonwealth Scientific Industrial Research Organisation (CSIRO). Visit [CDSCC Online](https://www.cdscc.nasa.gov/) for more information.

The **Operations and Engineering Section (OES)** responsibilities include the operational support of spacecraft, information and communications technologies, radio astronomy activities, and the testing and calibration of systems. Under direction from the Jet Propulsion Laboratory (JPL), OES staff members may also undertake engineering development work in support of new capabilities to be delivered to the wider DSN.

The **Operations team** (as part of the OES)provides the technical and procedural knowledge needed to support the requirements of the DSN Tracking schedule. For Follow the Sun Operations (FtSO) the Link Controller day shift workers work rostered 9-hour days to ensure continuous support for all scheduled spacecraft and non-spacecraft tracking requirements for all DSN antennas including those in CDSCC, GDSCC and MDSCC. Controllers must also expedite any remedial action required to minimize any data outage. During the day period the controllers rostered on are headed by the operations shift supervisor on duty, and the team consists of a number of controllers and senior controllers each providing a skill set that allows for complete coverage of all operational and administrative requirements.