



Position Details

Technical Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	IMT Change, Release and Incident coordinator
Job Reference	100031
Tenure	Indefinite, Full-time
Salary Range	AU\$96,811 - AU\$109,527 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s)	All Australian Major Capital cities considered
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	IMT Process Integration and Management Manager
Client Focus – Internal	100%
Client Focus – External	0%
Number of Direct Reports	0
Enquire about this job	Contact Paul Grima via email at Paul.grima@csiro.au
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 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](#).

Child Safety

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](#).

Role Overview

The role of IMT staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects along with delivering enterprise IT solutions to enable CSIRO to operate. This support consists of the application of accepted technical

practices and the development of new practices. The work is usually carried out as a member of a centralised service.

As the IMT Change, Release and Incident Coordinator you will be responsible for supporting IMT, with day-to-day management of IMT changes, releases and incidents (major incident management), and proactively providing support to science and enterprise initiatives.

Reporting to the Process Integration and Management Manager, you will coordinate and manage operations that relate to services being deployed, updated and modified and maintained by IMT operational support teams.

You will actively contribute to IMT's service direction, participating in applying adaptive and innovative solutions to complex and/or ambiguous issues across one or more service and/or technical streams. Your demonstrated client focus will gain the support of key stakeholders and contribute to integrating IMT technical solutions with business requirements to achieve CSIRO's strategic and organisational objectives.

Duties and Key Result Areas

- **Change Management:**

- Reviewing change requests to assess impact and risk.
- Co-ordinate with stakeholders to ensure clear understanding of proposed changes.
- Assessing change requests for compliance with organisational policies.
- Collaborating with technical teams to plan and schedule changes.
- Chairing the Change Advisory Board (CAB) meetings to review and approve change requests.

- **Release Management**

- Overseeing the planning, coordination, and execution of software releases and updates.
- Ensuring that release plans are documented and communicated to relevant teams.
- Collaborating with development, testing, and operations teams to ensure smooth release processes.
- Managing the deployment of releases into different environments, such as development, testing, and production.
- Conducting post-release reviews and capturing lessons learned for continuous improvement.

- **Incident Management:**

- Receive, analyze, and prioritise incident reports from users or automated monitoring systems.
- Coordinate with technical resolver teams to ensure incidents are properly diagnosed, resolve, and communicated to stakeholders.
- Provide regular status updates to users and management until incidents are resolved.
- Escalated high-priority incidents to appropriate levels of management as needed.

- **Communication and Documentation**

- Communicating changes and releases to stakeholders, including users.
- Documenting change and release processes, procedures, and outcomes.
- Maintain a change schedule and release calendar.

- Work collaboratively to maintain a change, release and incident management Confluence Wiki
- Communicating incident status updates to stakeholders, ensuring transparency and clear expectations.
- Prepare incident reports, detailing trends, analysis, and recommend corrective actions.
- Share knowledge and skills with others in team
- **Continuous Improvement**
 - Participating in post implementation and post incident reviews to identify opportunities for enhancement.
 - Providing recommendations for process improvements in Change and Release management, as well as Incident management.
 - Create improved outcomes, increased confidence, and trust in IMT services and effective use of team resources, including:
 - Using feedback from customers, service teams and data analysis looking for and recommending on opportunities for service opportunities
 - Conduct Service Improvement activities.
- **Stakeholder Engagement**
 - Collaborating with various teams, including development, project, operations, and Service Desk, to ensure a coordinated approach to Change, Release and Incident management
 - Work collaboratively to ensure the Change Reviewer Group is kept up to date and members are aware of their responsibilities and roles.
 - Advise senior management on issues requiring attention, provide solutions, and implement management decisions.
- **Reporting and Metrics**
 - Generating reports on change, release and incident activities, including success rates, performance metrics, and compliance.
 - Analysing data to identify trends and areas for improvement.
 - Complete weekly reporting as required, and distribute accordingly.
- **General:**
 - Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO's reputation.
 - Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business units to carry out tasks in support of CSIRO scientific objectives.
 - Adhere to the spirit and practice of CSIRO's Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.

Selection Criteria

Essential

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

1. Change Management:

- a. Experience in reviewing change requests to assess impact and risk.
- b. Ability to coordinate with stakeholders to ensure clear understanding of proposed changes.
- c. Proficiency in assessing change requests for compliance with organisational policies.
- d. Experience in chairing Change Advisory Board (CAB) meetings to review and approve change requests.

2. Release Management:

- a. Proven track record in overseeing the planning, coordination, and execution of software releases and updates.
- b. Ability to collaborate with development, testing, and operations teams to ensure smooth release processes.
- c. Experience in managing the deployment of releases into different environments.

3. Incident Management:

- a. Experience in receiving, analysing, and prioritising incident reports from users or automated monitoring systems.
- b. Ability to coordinate with technical resolver teams to ensure incidents are properly diagnosed, resolved, and communicated to stakeholders.
- c. Proficiency in providing regular status updates to users and management until incidents are resolved.

4. Communication and Documentation:

- a. Strong communication skills to effectively communicate changes and releases to stakeholders.
- b. Experience in documenting change and release processes, procedures, and outcomes.
- c. Ability to maintain a change schedule and release calendar.

5. Continuous Improvement:

- a. Experience in participating in post-implementation and post-incident reviews to identify opportunities for enhancement.
- b. Ability to provide recommendations for process improvements in Change and Release management, as well as Incident management.

6. Stakeholder Engagement:

- a. Proven ability to collaborate with various teams, including development, project, operations, and Service Desk.

- b. Experience in advising senior management on issues requiring attention and providing solutions.

Desirable:

1. Technical Skills:

- a. Knowledge of industry-standard change, release, and incident management tools and practices.
- b. Familiarity with ITIL framework and best practices.

2. Analytical Skills:

- a. Ability to analyse data to identify trends and areas for improvement.
- b. Experience in generating reports on change, release, and incident activities.

3. Adaptability:

- a. Ability to cope with ambiguity or situations that lack clarity.
- b. Willingness to adapt readily to changing circumstances and new responsibilities.

4. Leadership and Teamwork:

- a. Experience in allocating activities, directing tasks, and managing resources to meet objectives.
- b. Ability to provide coaching and on-the-job training, and foster open communication in the team.

5. Client Focus:

- a. Demonstrated client focus to gain the support of key stakeholders and contribute to integrating IMT technical solutions with business requirements.

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 as well as industry colleagues.
- **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
- **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
- **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
- **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences)

in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

- The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
- The successful candidate will be required to obtain and maintain a security clearance at the Negative Vetting Level 1.

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](#) 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