Position Details

Technical Services - CSOF3

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	On-Site Support Officer
Job Reference	100038
Tenure	Indefinite, Full-time
Salary Range	AU$73,567 - AU$93,630 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s)	Dutton Park, Qld
Relocation Assistance	Not Provided
Applications are open to	Australian Citizens Only
Position reports to the	QLD/NT Onsite Support Team Leader
Client Focus – Internal	100%
Client Focus – External	0%
Number of Direct Reports	0
Enquire about this job	Maharshi.dave@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.

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 Technical Services staff in CSIRO is to support scientific research in a diverse range of laboratory and field situations across various research projects. 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.

The On-Site Support team is part of CSIRO Information Management and Technology (IMT) and is responsible for the delivery of effective and timely IT support within CSIRO.

IMT's On-Site Support group is responsible for providing effective and timely IT support to all of CSIRO and has staff at most CSIRO sites across Australia. Services are delivered through a mixture of physical and remote channels, depending on the location of the site and the type of support required.

On-Site Support is the secondary point of contact for IMT services within CSIRO. It's main functions are:

1. On-Site Support: Hands-on support for tasks requiring physical assistance to resolve an issue or fulfil a request.

2. Remote Support: Remote incident resolution and request assistance using different IMT tools. Support scope includes staff based across Australia and over-seas.

On-Site Support staff members are expected to actively contribute to the quality of the service delivered to clients. The successful applicant will require an excellent customer service ethic, strong IT knowledge and skills, and be able to provide an effective and efficient response to incidents and requests spanning a broad physical and technical range and with varying levels of complexity. The successful applicant will also possess outstanding organisational, interpersonal, and communication skills.

This role 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. Through demonstrated client focus, the incumbent 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.

This is a designated security assessed position requiring the successful candidate to hold or have the ability to possess and maintain a Negative Vetting 1 Australian Government security clearance.

Duties and Key Result Areas

- Deliver IT support to provide resolution in a timely manner to problems or requests that require On-Site attendance. Examples include:
  - Deployment of PC desktops, laptops, LCD monitors, printers and other IT-related equipment.
  - Network Port patching.
  - Software fault assistance.
- Deliver remote IT support to provide both response and resolution in a timely manner to incidents or requests.
- Apply known solutions to customer reported issues.
- Hardware collection for any ceased staff members including E-waste.
- Develop and maintain relationships contributing to virtual teams across the CSIRO IMT model to ensure the delivery of best practice service.
- Quarterly audit of the returned EOL machines, updating IMS records and organise pallet pickups for Recycle IT.

- Contribute positively to stimulate and promote a team approach and develop sound working relationships with clients on a day-to-day basis as a representative of CSIRO IMT.
- Keep management and other team members informed of progress and issues.
- Be ready for short notice deployment/visits to the other sites due to the staff unavailability if required.
- Identify tasks/issues that cannot be resolved and refer them to senior CSD staff and/or Technical Specialist Teams.
- Develop, maintain and expand individual skills which are of benefit to the services delivered by CSIRO IMT and that contribute to the skill set of the Client Services Delivery Team.
- Adhere to the spirit and practice of CSIRO's Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
- Ability to learn and follow defined organisational procedures and processes.
- Respond courteously and efficiently to client requests, maintain clear communication regarding mutual expectations and monitor client satisfaction.
- Oversee the activities of less experienced staff and provide on-the-job training as required.
- 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, regionally dispersed team, and business unit to carry out tasks in support of CSIRO scientific objectives.
- Key responsibilities and duties may be subject to change from time to time.

Selection Criteria

Essential

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

1. **Education/Qualifications:** Relevant trade certificate/diploma/bachelor's degree or equivalent relevant work experience in Information Management and Technology.
2. **Australian Citizenship/Checkable Background:** This position requires the successful candidate to hold or satisfy the requirements to obtain and maintain a Negative Vetting 1 security clearance. A national Police check will also need to be conducted.
3. **Communication:** Ability to communicate in a fluent and courteous manner, both orally and in writing, offering factual information supported by proven data, and providing appropriate feedback when required.
4. **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment.
5. **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously, and carry out non-routine tasks under technical direction from Senior Technical/Research staff.
6. **Problem Solving:** Proven ability to investigate routine problems by identifying and considering the implications of a range of available alternative solutions.

Desirable

1. Experience supporting Mac and Linux operating systems.
2. Experience supporting scientific research equipment.
3. Experience supporting mobile devices (Phones and Tablets) through MDM.

Required Competencies

- **Teamwork and Collaboration:** Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.
- **Influence and Communication:** Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.
- **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
- **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
- **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **Adaptability:** Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

- The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. 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 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 the interview you will need to demonstrate behaviours aligned with our values of:
- People First
- Further Together
- Making it Real
- Trusted