



Position Details

Technical Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	Data Centre Operations – Technical Generalist
Job Reference	100404
Tenure	Indefinite Full-time
Salary Range	AU\$96,811 - AU\$109,527 per annum (pro-rata for part-time) CSOF4 plus, up to 15.4% superannuation
Location(s)	Canberra only
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	Data Centre Operations – Team Lead
Client Focus – Internal	100%
Client Focus – External	0%
Number of Direct Reports	0
Enquire about this job	wayne.vandermeer@csiro.au
How to apply	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

As a Data Centre Operations Technical Generalist at CSIRO, you will play a critical role in supporting and managing our national on-premise and colocation Data Centres. This includes overseeing the operation and maintenance of critical Data Centre infrastructure, implementing lifecycle upgrades, and driving continuous service improvements.

You will be responsible for managing contractors delivering corrective and preventative maintenance, coordinating project work packages, and engaging with vendors to ensure high standards of performance. Your role will also include reporting on key metrics and administering our Data Centre Infrastructure Management (DCIM) system, with a particular focus on Schneider Electric's EcoStruxure IT platform.

Strong organisational skills are essential to successfully deliver minor projects and work packages in alignment with CSIRO's strategic objectives. You will actively contribute to team strategy, decision-making processes, and the application of industry-leading best practices.

As a key member of the Data Centre Services and Operations team, you will participate in regular team and vendor meetings and be expected to obtain at least one Data Centre industry-recognised certification annually.

This position offers a unique opportunity to work in a technically advanced and collaborative environment, combining flexible remote work with on-site responsibilities and may involve occasional interstate travel, in support of CSIRO's national research infrastructure.

Duties and Key Result Areas

- Actively manage, monitor and support the day-to-day operations of CSIRO's on-premise and colocation Data Centres across Australia.
- Assist with the implementation of installations, lifecycle upgrades and maintenance activities for critical Data Centre infrastructure, ensuring operational continuity and alignment with service delivery standards.
- Engage with and manage vendors and contractors performing corrective and preventative maintenance tasks, ensuring compliance with safety and procedural guidelines.
- Complete allocated tasks to ensure timely and efficient execution of Data Centre work packages and project milestones.
- Monitor Data Centre Infrastructure Management (DCIM) systems—particularly Schneider Electric's EcoStruxureIT—to ensure optimal performance, availability, and capacity of critical supporting infrastructure.
- Contribute to strategic planning and team decision-making, supporting the development and implementation of Data Centre best practices and methodologies.
- Pursue at least one Data Centre industry certification annually and participate in training aligned with CSIRO's education framework.
- 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.
- Adhere to the spirit and practice of CSIRO's Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
- Other duties as directed.

Selection Criteria

Essential

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

1. Relevant certifications/diploma/bachelor's degree or equivalent relevant work experience in a Data Centre environment
2. The ability & willingness to contribute innovative ideas and approaches in support of Enterprise Infrastructure, Storage and Compute systems and Data Centres.
3. Previous experience delivering services and supporting large businesses or enterprise organisations
4. Previous experience in creating documentation, technical user guides and presentations to support internal IT (Information Technology) clients
5. Demonstrated IT Systems Administration skills
6. Demonstrated computer literacy and competency using tools such as Microsoft 365, MS teams, Atlassian confluence, and DCIM
7. Good written and communication skills

Desirable

1. Experience in configuring and administering the Schneider Electric DCIM suite of products, particularly StruxureWare and EcoStruxureIT
2. Experience working in a geographically dispersed team
3. Experience working in a research environment

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

Include if relevant:

- The successful candidate will be asked to obtain and provide evidence of a National Police Check 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 NV1 (National Vetting 1).
- The successful candidate will need a valid full Australian Drivers licence

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