



Position details

Administrative services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised job title	Application Support Officer
Job reference	100483
Tenure and work schedule	Indefinite We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances.
Salary range	AU\$96,811 - AU\$109,527 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s) and office arrangements	All CSIRO Sites in Australian major cities considered
Relocation assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	Manager of IMT AIMS DMA
Client focus – internal	100%
Client focus – external	0%
Number of direct reports	0
Enquire about this job	Contact Chris Arul, via email at Chris.arul@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

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](#).

About CSIRO

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world's largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](#), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](#) for more information.

Role overview

The Data Management and Applications (DMA) team, part of CSIRO's Information Management and Technology (IMT) group, delivers software solutions that enable the effective management of CSIRO's research outputs—publications, data collections, and more. Our portfolio includes in-house applications, customised platforms, and hosted commercial tools. We work in an agile environment, driven by continuous improvement and a culture that encourages innovation, autonomy, and purposeful delivery.

We are currently seeking a highly motivated and customer-focused **Support Officer** to join our team. The primary responsibility of this role is to provide first and second level support for the various software platforms managed by the team, including DocuSign, 6Clicks, Donesafe, Rejig (Talent Marketplace), along with other off-the-shelf software platforms.

As a Support Officer, you will be expected to become a functional expert, and user champion, in one or more of these platforms, understanding their functional capabilities, best practices, and typical use cases. Your knowledge and problem-solving skills will be crucial in helping to uplift users' competencies in these platforms.

Working closely with the Support Lead and other support staff in the team, you will be responsible for coordinating and undertaking the required support activities across the team's platform stack. This is an operational support role that requires high levels of customer care to deliver targeted user and administrative platform support.

The position requires close collaboration with business users, stakeholders, as well as geographically and technically distributed teams, across the portfolio to grow and develop capabilities.

Professional development opportunities will be provided, allowing you to contribute the operations and support of other platforms and initiatives that arise within the team.

Duties and key result areas

- Provide Level 1 and Level 2 support for nominated platforms in accordance with the SLAs governing the support of the platform, delivering timely solutions and responses to ensure that user issues are resolved efficiently.

- Become a trusted advisor within CSIRO by building strong relationships with business users and providing best-practice advice and training to deliver effective business outcomes.
- The role requires a disciplined approach to maintaining high-quality support ticket records. This includes timely and accurate updates to ticket status, ownership, and resolution details. Candidates are expected to contribute to the continuous improvement of the team's knowledge base by documenting issue histories, root causes, and solutions in a clear and reusable format. These practices support operational transparency, reduce duplication of effort, and enable efficient knowledge sharing across the organisation.
- Undertake day-to-day platform administration tasks, including user provisioning, establishment of user roles, routine maintenance, and other related tasks as needed.
- Manage support and incidents by monitoring and responding to requests received via the team's service queue, triaging and escalating incidents according to the agreed incident management processes, and liaising with service providers when necessary.
- Participate in continuous improvement activities to ensure that your platform knowledge and skills remain up-to-date and relevant to the business needs of CSIRO.
- Maintain documentation and an internal knowledge base, to capture and promote best-practices.
- Participate in Support Impact Assessments, for new platforms that are being considered for adoption, to help determine their ongoing support requirements.
- Contribute to the development and maintenance of the various SLA support agreements that are active within the team.
- Monitor the effort involved in delivering platform support, to help inform future-support planning within the team.
- Assist with the planning and execution of platform upgrades, and their associated change-management activities, when necessary.
- Assist with the management of the quality assurance processes within the team, to help identify and proactively minimise risks and issues.
- Use sound judgement when dealing with unexpected or competing project priorities or issues.
- Work effectively and autonomously as part of a regionally dispersed, multi-disciplinary team.
- Contribute positively to stimulate and promote a team approach and develop sound working relationships with clients and business owners.
- 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 Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Zero Harm goals.
- Other duties as directed.

Selection criteria

Essential

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

1. A relevant certificate, diploma, or degree in Information Technology, Computer Science, or a related field, or equivalent experience supporting enterprise software platforms or IT systems.

2. Demonstrated experience working in an operational support role, assisting with user support and contributing to the monitoring and resolution of platform-related service issues.
3. Experience supporting the administration or configuration of an enterprise software platform.
4. Strong verbal and written communication skills, with the ability to work effectively with both business and technical stakeholders.
5. Awareness of data privacy, security, and governance principles as they apply to enterprise platforms and information systems.
6. Strong attention to detail, with a willingness to take ownership of assigned tasks and contribute to effective issue resolution.
7. Good organisational and analytical skills, with a structured approach to solving problems and delivering support outcomes.
8. Ability to manage multiple tasks or service requests, meet deadlines, and adapt in a dynamic work environment.
9. Demonstrated customer service mindset, with the ability to communicate clearly and support users in resolving platform-related issues.
10. Willingness to show initiative and seek out solutions with appropriate guidance and support.
11. A collaborative approach to team environments, with the ability to contribute positively to shared goals and build respectful working relationships.

Desirable

1. Experience providing support for DocuSign, Donesafe, Rejig, 6Clicks, or other similar enterprise platforms.
2. Experience monitoring or managing service requests in platforms such as ASM, Jira, or Jira Service Desk.
3. Exposure to Azure SaaS platform administration tasks, such as assisting with application registrations, certificate renewals, client secret updates, and authentication configuration.
4. Experience assisting with the configuration or maintenance of SaaS software platforms.
5. Experience using business automation platforms, such as UiPath or Microsoft Power Platform.
6. Awareness of process improvement or quality assurance approaches, such as Lean or Six Sigma.
7. Basic experience with SQL or familiarity with database and data management practices.
8. Experience working in a team using agile delivery methods, such as scrum or kanban.

Not sure if you meet all the criteria?

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don't let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

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.

Life at CSIRO and flexible working arrangements

We [work flexibly at CSIRO](#), offering a range of options for how, when and where you work. We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](#) and [career development](#) opportunities. To learn more, visit [Careers at CSIRO](#).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](#) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

CSIRO values

CSIRO is a values-based organisation committed to values-based leadership.

Value	Descriptor	Behaviour
People first	Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences.	• Respectful • Caring • Inclusive

Further together	We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems.	• Accountable • Authentic • Courageous
Making it real	We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change.	• Partnering • Cooperative • Humble
Trusted	We're driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia's trust in CSIRO.	• Curious • Adaptive • Entrepreneurial

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](#).

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 NV1.