



Position Details

Technical Services - CSOF5

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised job title	M365 Technical Lead
Job reference	101127
Tenure and work schedule	Specified Term of 12 months, Full-time.
Salary range	AU\$114,219k - AU\$123,605k per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s) and office arrangements	Canberra, Sydney, Melbourne, Adelaide, Hobart
Relocation assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	Mark Allen, Directory Services and Email Team Leader
Client focus – Internal	80%
Client focus – External	20%
Number of direct reports	0
Enquire about this job	Contact Mark Allen via email at M.Allen@csiro.au or phone +61 459250505
Support and workplace adjustments	We offer a range of reasonable supports and workplace adjustments. Please let us know via email Sarah.lyons@csiro.au if we can help you to equitably participate in our recruitment process or the role itself.
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 M365 Technical Lead will play a key role in driving enterprise-scale Microsoft 365 service improvement initiatives. This role is responsible for reviewing, planning, developing, and implementing enhancements across the M365 environment, ensuring services are reliable, secure, and aligned with business needs.

In addition, the role will oversee lifecycle management and service improvement activities within the Exchange hybrid environment, contributing to the stability and maturity of the platform.

Working closely with project teams, architecture functions, and geographically and technically distributed teams, the M365 Technical Lead will help shape and grow organisational capabilities within the Microsoft services ecosystem.

The successful candidate will collaborate directly with the Senior Technical Lead for Microsoft Services, ensuring alignment of technical direction, best practice adoption, and service excellence across the enterprise.

Duties and key result areas

- Manage the implementation of technical deliverables across several Microsoft 365 services
- Lead the Microsoft 365 team, overseeing technical activities, resource allocation, and scheduling to align with organisational priorities
- Provide specialist advice to operational teams for support and maintenance of relevant Messaging technologies
- Work collaboratively with developers, system engineers, business analysts, technical leads, external vendors and testers to complete project deliverables and BAU deliverables
- Co-ordinate and produce as-built solution designs and configuration documentation.
- Lead lifecycle management and service improvement activities across all Messaging services
- 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. Significant experience supporting and implementing the following technologies at an enterprise scale:
 - a. Microsoft 365 Products
 - b. Messaging (Exchange Online, Exchange On-Premises, Email Security Gateway Platforms)
2. Demonstrated experience utilising automation frameworks for maintaining and administering the above technologies.
3. Demonstrated ability in providing technical advice to team members, management and clients.
4. Demonstrated ability in coaching and mentoring of junior staff.
5. Excellent communication skills, including an ability to work collaboratively across multi-disciplinary, geographically disperse teams.
6. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation.

Desirable:

1. Experience planning, designing, and implementing the following Office 365 technologies:
 - Exchange Online/On-Premise
 - SharePoint Online
 - Viva Engage
 - OneDrive
 - Teams
 - Intune
 - Microsoft 365 Copilot
 - Linux

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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.

- **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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
- **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.

Setting you up for success

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email Sarah.lyons@csiro.au if we can help you to equitably participate in our recruitment process or the role itself.

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 Level.