



Position Details

Technical Services - CSOF3

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	Web Hosting System Administrator
Job Reference	101230
Tenure	1 year
Salary Range	AU\$73k - AU\$93k per annum plus up to 15.4% superannuation
Location(s)	Melbourne, Canberra, Brisbane, Sydney
Relocation Assistance	Not provided
Applications are open to	Australian Citizens Only
Position reports to the	Web and Database Hosting Manager
Client Focus – Internal	100%
Client Focus – External	0%
Number of Direct Reports	0
Enquire about this job	Contact Natalia Watanabe via email at natalia.watanabe@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 Web & Database Hosting team within CSIRO IM&T Enterprise Platforms group provides general and versatile hosting solutions for both science research web applications and enterprise systems, and the team manages the technical complexities and life cycles of the web platforms to strive for a smooth and secure hosting experience for clients.

The Web Hosting System Administrator, as part of the Web and Application Hosting team, is responsible for web and application provisioning and ongoing support, providing technical advice relating to the hosting enquiries, and managing the operation and security of web platform and framework environments. They understand the capabilities and security characteristics of key web platforms and frameworks, and apply that knowledge diligently in daily job, and actively contribute to ongoing service improvement and development within the team.

Under the general direction of the Web and Database Hosting manager, the Web System Administrator contributes to support of the web platform, including client engagement, solution development, technical troubleshooting, incident resolution, and end-user education and service promotion.

Duties and Key Result Areas

- Configure the management web platforms and frameworks according to the established standards and built-in security.
- Serve hosting requests with sound technical analysis and manage ongoing operation of web applications and provide technical advice to client enquiries in web hosting.
- Apply hosting system and platform updates, patches, and configuration changes to proactively manage hosting security.
- Monitor applications and the platform services, investigate and resolve warnings and alerts.
- Assist in managing the life cycle of web applications and the underlying hosting environment involving upgrades, migrations and decommissions, etc.
- Contribute with the provisioning of SSL/TLS Certificates for external CSIRO websites.
- Assist in managing system security and rolling out in-depth embedded security, and participate in security assessments and enhancements.
- Troubleshoot including hosting-related debugging and performance bottleneck investigation, manage system growth and resource planning.
- Proactively manage system security, build and rollout in-depth embedded security, and participate in security assessments and enhancements.
- Provide technical advice that is aligned with overall solution designs, architecture and frameworks for general hosting.
- Proactively contribute to the development of the group's service standards, procedures and service improvements.
- Work with teams across IMT, cooperating to achieve established goals. Collaborate and share knowledge.
- Produce and maintain systems technical documentation.
- Develop and/or enhance standards, procedures, and guidelines.
- Keep management and other team members informed of progress and issues.
- Contribute to the development of the group's service standards, procedures, and service improvements.
- Participate in service restoration including disaster recovery activities as required.
- Complete assigned support tasks as specified by due dates.

- Liaise with clients to determine their needs and take personal responsibility for their satisfaction, correct problems promptly and in a constructive manner.
- 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 technical team to carry out tasks in support of CSIRO scientific objectives.
- 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 Tertiary qualifications in IT or equivalent relevant work experience.
2. Effective written and oral communication skills developed through client engagement, networking, and product development.
3. Demonstrated ability to coordinate work and contribute effectively to projects/service delivery.
4. The ability to work effectively as part of a team and carry out tasks under general direction.
5. Good understanding of web technology and security, with knowledge in one or more web platforms like Apache, IIS, Nginx, Java Tomcat or equivalent platforms (or a demonstrated ability to develop new skills in this area).
6. Proficiency in at least 1 of the following programming languages: Python, Bash, Java, C, Perl, PowerShell (other languages to be considered)

Desirable

- Experience with DevOps practice in service delivery for automation and integration, agile methodologies, and source code revision control like Git, SVN.
- Containerisation experience (Docker, Kubernetes)

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

This is a security assessed position, and the successful candidate will be required to obtain and maintain a Negative Vetting 1 security clearance. To obtain an Australian Government security clearance you must be an Australian Citizen. Applicants seeking sponsorship or who only hold residency status will not be considered.

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