



Position Details

Technical Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS

Advertised Job Title	Operations Support Officer – Information Services Applications
Job Reference	101358
Tenure	Indefinite, Full-time
Salary Range	AU\$96,811 to AU\$109,527 pa + up to 15.4% superannuation
Location(s)	Nation Wide
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	DMA Team Manager
Client Focus – Internal	100%
Client Focus – External	0%
Number of Direct Reports	0
Enquire about this job	Contact Michael Guscott via email at Michael.Guscott@csiro.au or phone +61 3 9545 7888
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](#).

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.

The Operations Support Officer keeps DMA's software platforms stable and secure, managing deployments, routine maintenance and day-to-day operations. Embedded in the product lifecycle, the role contributes to product enhancements and new feature delivery, and acts as the primary escalation point for troubleshooting and leading responses to major incidents. Operating within CSIRO's wider IT ecosystem, the position collaborates closely with specialist teams, database administration, cyber security, web hosting and other infrastructure groups.

As a member of this collaborative, interdisciplinary team, you'll work closely with business analysts, developers, testers, infrastructure specialists, data librarians, executive managers, and a variety of stakeholders to support and enhance high-impact solutions.

To thrive in this role, you'll need to be proactive in maintaining system stability, contribute to operational improvements, and collaborate effectively with others in a fast-paced, agile setting. You should be comfortable working independently, show strong initiative, and take pride in supporting services that underpin CSIRO's research mission.

Duties and Key Result Areas:

- Under technical direction, support the deployment, maintenance, and monitoring of DMA's core applications and infrastructure.
- Manage production deployments using continuous integration and release tools.
- Install, configure, and maintain application monitoring solutions (e.g. Nagios, equivalent enterprise monitoring tools).
- Monitor and triage incoming support requests, escalating or resolving as appropriate.
- Act as the primary escalation point for troubleshooting and leading responses to major incidents and Cyber Security vulnerability scanning tooling
- Contribute to product enhancements and feature delivery by providing operational input and assisting with testing, configuration, and deployment.
- Provide clear and timely communication to clients, stakeholders, and team members regarding progress, issues, and expectations.

- Collaborate closely with specialist enterprise IT groups (database administration, cyber security, web hosting, scientific computing, etc.) to ensure DMA platforms are stable, secure, and well-integrated.
- Work collaboratively as part of a regionally dispersed, multi-disciplinary Agile team.
- Contribute positively to a team culture of innovation, accountability, and continuous improvement.
- Produce and maintain accurate operational documentation and configuration records.
- Adhere to the spirit and practice of CSIRO's Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives, and Zero Harm/Making Safety Personal goals.
- Other duties as directed.

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:** 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
- **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:** Recognise 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.

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. Understanding of ITIL practices or equivalent service management frameworks.
3. Experience administering Linux or Windows server environments and supporting enterprise applications, including monitoring, maintenance, deployments, and troubleshooting
4. Demonstrated experience with containerisation and cloud platforms (e.g., Docker, Kubernetes, AWS, Azure)."
5. Strong experience with incident and problem management, including acting as an escalation point for major incidents and severity issues.

6. Demonstrated ability to assess, analyse and resolve operational issues, and provide clear technical advice to team members, management, and clients.
7. Excellent communication skills, with the ability to collaborate across multi-disciplinary project teams and liaise effectively with enterprise IT groups (DBA, Cyber Security, Web Hosting, etc.).

Desirable:

1. Experience using continuous integration/deployment tools to support production releases.
2. Knowledge of database technologies and SQL for operational support and troubleshooting.
3. Familiarity with application monitoring and alerting tools (e.g., Nagios, Splunk, or equivalent).
4. Experience working in an Agile environment, including the use of JIRA (tasks) and Confluence (documentation/wiki).
5. Appreciation of research data management principles and the role of enterprise applications in supporting scientific outcomes.

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 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 required to obtain and maintain a security clearance at the Negative Vetting 1 level.

About CSIRO:

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](#)!