



Position Details

Technical Services - CSOF5

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	Web Hosting System Administrator
Job Reference	99191
Tenure	Indefinite Full-time
Salary Range	AU\$114k - AU\$123k per annum plus up to 15.4% superannuation
Location(s)	Brisbane, Melbourne, Canberra, Sydney
Relocation Assistance	Not provided
Applications are open to	<ul style="list-style-type: none">Australian Citizens Only
Position reports to the	Web and Database Hosting Manager
Client Focus – Internal	95%
Client Focus – External	5%
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.

Staff at this level have proven experience and capability in coordination and delivery of solutions and services in support of CSIRO's strategic and operational objectives. They demonstrate initiative and independence. They act as a specialised advisor to the business and IM&T. They are responsible for the quality of the service delivered to clients and make significant contributions to service direction and application of adaptive and innovative solutions to complex and ambiguous issues across one or more services or technical streams. They are client focused and gain support of key stakeholders and can integrate business requirements with IM&T technical solutions to achieve organisational objectives.

Duties and Key Result Areas

- Contribute positively to stimulate and promote a team approach and develop sound working and knowledge sharing relationships with peers, hosting clients and business owners.
- Install, configure, upgrade, and maintain web servers and sites (lifecycle management), with a forecast estimation of:
 - 75% Windows/IIS focus, and
 - 25% Linux/Apache/Tomcat focus.
- 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.
- Lead hosting system and platform updates, patches, and configuration changes to proactively manage hosting security.
- Manage the provisioning and administration of SSL Certificates for external CSIRO websites.
- Monitor applications and the platform services, investigate and resolve warnings and alerts.
- 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.
- Initiate change in accordance with IM&T's Change Management protocol.
- 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.
- Oversee the activities of less experienced staff and provide on-the-job training as required.
- Undertake a wide variety of tasks or tasks that have a high degree of technical difficulty.
- Encounter problems where methods are not defined and use initiative to seek new approaches to meet client needs and improve the services provided.
- Liaise with clients to determine their needs and take personal responsibility for their satisfaction, correct problems promptly and in a constructive manner.
- Plan, organise and monitor the allocation of resources across a facility.
- Participate in the planning of projects and accept responsibility for carrying out major parts of the project, including data analysis, and typically make significant contributions to the interpretation and communication of results.
- Play a role in negotiations with external bodies as required.
- 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 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. Extensive understanding and experience as System Administrator with Windows Server and IIS, with exposure to Linux-based Apache HTTP Server and NGINX, and solid understanding of web security.
3. Sound programming skills, and proficient in one or more languages (i.e. PowerShell, Bash, Perl, PHP, Python, Java, JavaScript, etc.)
4. Well-developed experience in working collaboratively across teams, coordinating tasks, and driving for service delivery.
5. Demonstrated willingness and ability to contribute novel ideas and approaches with insightful analysis, and to develop innovative solutions leading to improved service delivery.
6. Demonstrated ability to assess, analyse and resolve complex issues.
7. Effective written and oral communication skills developed through client engagement, networking, and product development.

Desirable

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

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.

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