# Position Details

## Technical Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Endpoint Specialist/ Desktop Integration Engineer |
| Job Reference | 78381 |
| Tenure | Indefinite |
| Salary Range | AU$102,724 to AU$111,165 pa + up to 15.4% superannuation |
| Location(s) | SA, ACT or WA (other locations considered) |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | Endpoint Platforms and Services Manager, IMT |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Nick Gahan via email at nick.gahan@csiro.au or phone +61 2 9490 8977 |
| 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](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

The Endpoint Specialist role is a technical leadership position within the Information Management & Technology (IM&T) function, reporting to the Team Leader of the Endpoint Platforms and Services group. The role will be responsible for technical leadership and implementation of functional IT systems and deliverables against our organisational and governmental requirements.   
  
The role will assist with the resourcing and implementation of key projects such as:

* Cyber Security Uplift Project
* Endpoint Upgrades and Service Improvements
* Endpoint configuration and software delivery
* Microsoft 365 Migration
* Virtual Desktop Infrastructure

The Endpoint Specialist role requires high-level technical expertise and experience in developing a range of endpoint solutions to enhance the productivity and capabilities of CSIRO staff, within secure and stable environments. Innovative solutions to varied and complex requirements must be evaluated and delivered on a range of platforms according to CSIRO priorities. This will require developing, packaging, testing, deployment and support of Endpoint Platform environments (including: Windows, Linux, macOS or Citrix). The technologies involved include Microsoft Active Directory, Windows Server, Microsoft System Center Configuration Manager (SCCM), VMware, Citrix Virtual Apps and Desktops, macOS, Jamf Pro, Linux, Puppet and programming languages such as Python, Perl, Bash, PowerShell, Objective-C/Swift, C# and JavaScript. It is expected that an applicant will possess skills in a number of these areas and will have well developed scripting skills.

The successful applicant will work in a motivated and highly collaborative agile development environment.

### Duties and Key Result Areas:

The Endpoint Specialist is responsible for the management of Endpoint infrastructure to ensure the CSIRO Desktop Environment is managed in an effective and efficient manner. Staff at this level have proven experience and capability in the delivery of solutions and services to support strategic and operational objectives. They demonstrate initiative and independence, and they act as a specialised advisor to the business and IMT.

Key capabilities include:

* Advanced understanding of IT infrastructure and ability to quickly digest and learn new technologies and principles
* Strong service delivery focus, including excellent oral and written communication skills with ability to build effective working relationships across all levels of the organisation
* Track record as a team player showing initiative, self-motivation and the capability to train and direct staff
* Ability to work in a dynamic environment where there is a requirement to be flexible and adaptable to change
* Knowledge and active support of CSIRO HSE policies
* Demonstrate and actively support CSIRO core values

**Key Result Areas:**

* Provide technical advice that is aligned with overall solution designs, architecture and frameworks
* Act as a trusted advisor, determining client needs, identifying and adapting quickly to changes in client needs and industry developments
* Management of two or more Endpoint Platforms (Windows, Citrix, Linux, macOS)
* Development and enhancement of relevant standards, procedures and guidelines
* Researching developments and evaluation of new products with respect to CSIRO requirements
* Identify, design, plan and implement Service Improvement Projects to reduce costs, increase security and improve service in software management
* Resolve complex technical issues relating to systems and software managed by IMT
* Provide training and development of Endpoint Platforms and Services team members and virtual team members
* Management of security patches and the enterprise-wide remote deployment of new or upgraded applications across CSIRO systems
* Optimise cyber security for Endpoint platforms by adhering to Government and industry standards for security of network devices and managing the delivery of business and technical solutions in the form of projects, configuration and documentation
* Proficient in deployment, configuration, maintenance and use of enterprise scale software and cloud services, such as Microsoft 365
* Take on management responsibilities for the implementation and operation of system solutions and ensure the Endpoint Platforms and Services Team applies appropriate frameworks and methodologies for the services it provides
* Drive improvements to operational effectiveness through the maintenance and development of system documentation and processes
* Under limited direction design or develop techniques, systems or processes requiring high levels of initiative and skill, with appropriate communication of service results
* Manage resources, direct and coordinate the completion of technical projects and undertake the development, implementation and standardisation of procedures and techniques
* 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, often regionally dispersed team, and business unit to carry out tasks in support of CSIRO objectives
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and 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:** 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.

## **Selection Criteria**

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

***Pre-Requisites:***

1. **Education/Qualifications:** Relevant Tertiary qualifications in IT or equivalent relevant work experience
2. **Experience:** Extensive BOE development and software deployment experience with two or more of the following platforms: Windows, Linux, macOS, Citrix
3. **Communication:** Excellent communication skills, both written and oral, including the ability to anticipate the interests and knowledge level of an audience and present information and feedback accordingly.
4. **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment.
5. **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously and carry out non-routine tasks under general direction from Senior Technical/Research staff.
6. **Problem Solving:** Proven ability to investigate underlying issues of complex and ill-defined problems and develop appropriate responses by adapting/creating and testing alternative solutions.

***Essential Criteria:***

1. Well-developed scripting and programming skills. Desirable languages include Python, Perl, Bash, PowerShell, VBScript, Objective-C/Swift, C# and JavaScript
2. Advanced knowledge of Operating Systems and Systems Management Technologies, such as: SCCM, Active Directory, Group Policy, Jamf Pro, Puppet or similar technologies
3. Experience with Security-Related technologies and systems, including: Endpoint Protection, Security Certificates, Application Control, Multi-Factor Authentication and other security techniques (or demonstrated ability to learn quickly)
4. Ability to perform troubleshooting of complex technical problems which require deep knowledge spanning a range of technical areas
5. Ability to identify projects for Service Improvement, and perform the relevant steps to design, plan, and deliver such projects
6. Effective written and oral communication skills with proven ability to communicate with staff and clients at all levels, including ability to write and maintain documentation for multiple audiences, including technical documentation, end-user user guides and whole-of-business policies

**Desirable Criteria:**

1. Knowledge of SQL and Database Management
2. Advanced knowledge of Citrix and VDI infrastructure, including Citrix ADC (NetScaler), Virtual Apps and Desktops
3. Highly developed networking skills including firewalling, advanced TCP/IP, deep protocol analysis

Special Requirements

The successful candidate will be required to obtain and maintain a security clearance at the NV-1 level.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you.

Find out more! [CSIRO Balance](https://www.csiro.au/en/Careers/A-great-place-to-work/Work-life-balance)