# Position Details

## Technical Services - CSOF6

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| The following information is for applicants |
| Advertised Job Title | IT Manager – SKA-Low Telescope (SKA-Low) |
| Job Reference | 80362 |
| Tenure | Indefinite Full-time, job-share or part-time – minimum 60 hours per fortnight |
| Salary Range | AU$117k - AU$138k pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Perth, WA |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents  |
| Position reports to the | This role will be line managed by the SKA-Low Deputy Telescope Director. Project reporting and work management will be to the SKA-Low Telescope Director, with close linkages to the SKAO and CSIRO IT teams. |
| Number of Direct Reports | 5-8 |
| Enquire about this job | George Simpson, SKA-Low Deputy Telescope Director at george.simpson@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. |

## **Background**

The SKA Observatory (SKAO) is a next-generation global radio-astronomy facility that will revolutionise our understanding of the Universe and the laws of fundamental physics. It is one observatory with two telescopes – SKA-Low in Western Australia and SKA-Mid in South Africa. Australia is a co-host member of the SKAO, an intergovernmental organisation headquartered at Jodrell Bank (near Manchester in the United Kingdom) responsible for SKAO construction and operation globally.

The first phase of the SKA will consist of two telescopes:

* Australia will host the SKA’s low-frequency telescope (SKA-Low). SKA-Low will comprise up to 131,072 antennas in clusters along spiral arms spanning 65 km at CSIRO’s Murchison Radio-astronomy Observatory in Western Australiaabout 350 km northeast of Geraldton.
* South Africa will host the mid-frequency telescope (SKA-Mid). SKA-Mid will comprise up to 197 dishes spread along spiral arms spanning 150 km.

CSIRO is involved in several facets of the SKA-Low in Australia:

* Operating partner: SKAO will partner with CSIRO to operate the SKA-Low Telescope and support construction.
* Construction: CSIRO has been allocated work in digital processing, infrastructure, antenna station management and deployment, integration and verification, and software.

CSIRO also operates the Murchison Radioastronomy Observatory which hosts multiple national and international radio astronomy telescopes and is where the SKA-Low Telescope will be located. CSIRO is responsible for land management, subleases, maintaining radio quiet protections, provision of services to the telescopes, and managing the Indigenous Land Use Agreement.

Further Reading: [SKA Phase 1 Executive Summary](https://www.skatelescope.org/wp-content/uploads/2021/03/22380_SKA_Project-Summary_v4_single-pages.pdf).

## **Role Overview**

The IT Manager is responsible for the provision of IT services to SKAO staff in Australia. They will work in conjunction with the IT teams in the UK and South Africa to provide a single Service Desk providing support across multiple time zones and countries, supporting staff and the wider SKA community. The IT Manager will build up a small team of IT and network technicians, transitioning from providing direct support as the main activity to overseeing and supporting where necessary as resources allow. They will cooperatively manage the asset lifecycle for hardware and software assets. They will provide a level of local network support, especially in the early stages of the project.

The IT Manager (Australia) will be part of the global SKAO Computing and Software team, liaising with the Head of Information Technology to maintain strategic alignment and with the IT Service Manager to agree prioritisation of service delivery activities and work on continual service improvement.

The IT Manager will be able to collaborate with, support and be supported by the global SKAO staff, IT colleagues and the wider SKA community of subject matter experts. This position is available on a full-time, part-time or job share basis. Please indicate your preference in your application.

Due to the locations involved in the SKA project, in particular the United Kingdom and South Africa, this role will require an ability and willingness to work outside normal hours to engage with staff in those locations and will require domestic travel to the Murchison Radio-astronomy Observatory and Geraldton. Wherever possible we offer a range of flexible options for how, when and where you work including a blend of work from home and from the office, noting this role is based in Perth, Western Australia.

### Duties and Key Result Areas

* Responsibility for IT service delivery for the SKAO team in Australia. The team will be distributed across sites in Perth, Geraldton and at the Murchison Radio-astronomy Observatory.
* Providing IT support to local SKAO staff and, through collaboration with the wider IT team, the SKA community by performing incident, request & problem management, device procurement and builds and support of communications, local network and presentation technologies.
* Recruitment of, and then management of, a team of IT and networking technical staff. Management duties will include work allocation, rewards, performance and career management, leave approval, and the identification of training and development needs.
* Assisting with the setting of requirements for IT systems and establishing those systems in new SKA premises.
* Contributing to and championing the follow-the-sun service desk drawing on the technical expertise of local IT staff but also those based in the other host countries and the wider technical community.
* Engage with the SKAO Australia management team,
* Review and execution of strategic and operational plans and their part in the wider IT strategy.

Implementing and operating services and service improvements such as:

* Identifying automation opportunities to reduce repetitive work and feeding these into the project backlog.
* Identifying knowledge sharing, training and documentation requirements to reduce support requests and manage the build-up of the IT knowledge base.
* Developing and maintaining role-based policies and processes.
* Maintaining and improving internal customer relationships.

Operating and locally leading on asset lifecycle management including:

* Maintaining the capital replacement programme and undertaking financial management of the appropriate budget areas.
* Building relationships with local vendors for procurement, maintenance contracts, support and consultancy where needed.
* Contributing to the identification and maintenance of equipment standards,
* Building robust procurement practices delivering value for money.
* Maintaining proportionate processes to manage requirements for repair, warranty and disposal.
* Maintaining software asset management in line with software and data residency policies.

Operating within the SKAO and CSIRO frameworks:

* Supporting Lean Agile project delivery through identifying available IT resources to the Agile IT Team(s) to deliver project work in the programme cadence.
* 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.
* Adhere to the spirit and practice of SKAO’s Code of Ethics, Health Safety and Environmental policy, Culture and Ways of Working, and Equality, Diversity & Inclusion initiatives.

## **Selection Criteria**

#### Essential

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

## Degree in an IT related field or equivalent hands-on experience e.g., eligibility for membership of the Australian Computer Society.

## Technical experience and ability to provide direct IT support when required, including experience in the administration of local area wired and wireless networks, printers and associated office infrastructure.

## Extensive experience managing ICT systems, assets and budgets, including service reporting and asset lifecycle management and software asset management.

## Experience in a leadership position, or evidence that the applicant has the potential to fulfil a leadership position, within a similar ICT service delivery customer-focused environment. A proven track record of initiative and self-motivation, as well as the ability to motivate and inspire others.

## Demonstrated experience building successful relationships in a complex delivery/client environment, including multiple stakeholders, suppliers, and peer delivery group.

## A strong service delivery focus, including excellent oral and written communication skills. This includes anability to deliver clear presentations and reports.

## **Desirable**

## Knowledge and background with IT Service Management disciplines and Frameworks such as ITIL and Change Management.

## Certification in industry/community -recognised disciplines/technologies pertinent to the role.

## Experience with Microsoft, Apple and Google computing devices and mobile device technologies and device management systems.

## **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:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas.
* **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

**Special Requirements**

The successful candidate will be asked to obtain and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [Space and Astronomy](https://www.csiro.au/en/Research/Astronomy) 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

## **About SKAO**

## SKAO is coordinating a global effort to deliver the largest science facility on the planet. The SKA Observatory will build next-generation radio telescopes that will help to answer key questions in astrophysics, drive technological innovation and support human capital development. Visit [SKA Observatory](https://www.skatelescope.org/) online for more information.

## SKAO’s values are:

* Diversity and Inclusion
* Excellence
* Collaboration
* Creativity and Innovation
* Sustainability