# Position Details

## Technical Services- CSOF5

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| The following information is for applicants |
| Advertised Job Title | Technical Writer |
| Job Reference | 83215 |
| Tenure | Specified term of approximately 3 years (ending 3 years from commencement) |
| Salary Range | AU $102,724 to AU $111,165 per annum + up to 15.4% superannuation |
| Location(s) | All major CSIRO sites in Australia  |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | Business Analyst Lead, Scientific Computing |
| Client Focus – Internal | 100% |
| Client Focus – External | 0% |
| Number of Direct Reports | 0 |
| 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. |

### Role Overview

CSIRO's Information and Technology (IM&T) division is voyaging on an ambitious portfolio of work designed to support the organisations Science Digital Transformation strategy. Underpinning the portfolio is a desire for staff to have seamless, secure access to tools, systems and processes that back the delivery of world class science.

The **Technical Writer** is responsible for providing technical writing skills under the Managed Data Ecosystem initiative. The role will specialise in understanding IM&T’s capabilities and associated programs of work to help solve line of business or research opportunities and problems. Key to the success of this role will be extensive involvement with IM&T staff and more broadly CSIRO corporate and research staff.

You will work closely with a range of internal and external stakeholders, including Customers, Managers, Business Analysts, Technical Leads, Project Managers, Solution and Enterprise Architects, Developers, Testers, Infrastructure Specialists, and others to identify and assess options on the delivery of high-quality, solutions on behalf of CSIRO and the broader Australian and international community.

## **Duties and Key Result Areas:**

* Work effectively with highly technical teams and translating information into structured useful documentation that is clear and informative for a technical and non-technical audience
* Independently gather information from subject matter experts to develop, organize, write, and maintain procedure manuals, technical specifications, and process documentation
* Work with tools to capture both diagrammatic and textual documentation of a technical nature, building a uniform structure across the entire suite of information.
* Work autonomously as part of a regionally dispersed, multi-disciplinary team
* Manage several competing project priorities simultaneously
* Approach non-routine tasks and deliver successful outcomes under broad direction
* Evaluate current content and develop innovative approaches for improvement
* Contribute positively to stimulate and promote a team approach, and develop sound working relationships with clients and business owners
* 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 research team, and business unit to carry out tasks in support of CSIRO scientific 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.

## **Selection Criteria**

#### Essential

***Pre-Requisites:***

1. **Education/Qualifications:** Extensive experience working as a technical writer or experience in a related discipline, coupled with relevant training and/or certification.

***Essential Criteria:***

1. Demonstrated experience writing documentation and procedural materials for multiple audiences.
2. Demonstrated ability of superior written and verbal communication skills, with a keen eye for detail
3. Experience working with teams to improve user experience: design, UI, and help refine content and create visuals and diagrams for technical support content
4. Experience with tools like Confluence, Visio, MS Suite to capture both diagrammatic and textual documentation of a technical nature, building a uniform structure across the entire suite of information.
5. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation

***Desirable:***

1. Demonstrated ability to harness business analysis tools and techniques.
2. Demonstrated ability in requirements management and analysis and translation and simplification of requirements into key activities
3. Experience preferred in networking and data centre or system administrator.

## **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

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

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [Information Technology](https://www.csiro.au/en/research/technology-space/it) 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