Position Details

Technical Services - CSOF5

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| The following information is for applicants | |
| Advertised Job Title | IT Support Officer – SKA-Low Telescope |
| Job Reference | 84752 |
| Tenure | Indefinite  Full-time, job-share or part-time |
| Salary Range | AU$102k – AU$111k pa (pro-rata for part-time, plus up to 15.4% superannuation |
| Location(s) | Geraldton, Western Australia |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian or New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | IT Manager - SKA-Low Telescope |
| Number of Direct Reports | 0 |
| Enquire about this job | Tony Ambaum via email: [Tony.Ambaum@skao.int](mailto:Tony.Ambaum@skao.int) |
| 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. |

**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](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

## **The CSIRO Experience**

As an employee of CSIRO, you will be eligible for the many benefits of working at Australia’s National Science Agency. You can read more here:

1. [Life at CSIRO](https://www.csiro.au/en/careers/life-at-csiro)
2. [Personal Development & Learning](https://www.csiro.au/en/careers/life-at-csiro/Career-development)
3. [Generous Leave & Conditions](https://www.csiro.au/en/careers/life-at-csiro/Generous-leave-conditions)
4. [Work / Life Balance](https://www.csiro.au/en/careers/life-at-csiro/Balance)

## **Background**

The SKA Observatory (SKAO) is coordinating a global effort to build the largest science facility on the planet.

The SKAO 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 in the United Kingdom, responsible for construction and operation of the Observatory globally.

This next-generation global radio-astronomy observatory will transform our understanding of the Universe and help to develop new technologies that will deliver substantial benefits to our everyday lives in years to come. The SKA Observatory is going to address some of the most difficult questions in astronomy, from, such as detecting the Cosmic Dawn, when the first stars and galaxies started to form to testing Einstein’s theories by tracking fast-spinning stars. It will also answer new questions about the Universe that we haven’t even asked yet.

In Australia, SKAO is collaborating with CSIRO to operate the SKA-Low Telescope, which will be built at CSIRO’s Murchison Radio-astronomy Observatory (MRO), on Wajarri Yamatji country. SKA-Low teams will operate out of our Engineering Operations Centre in Geraldton and Science Operations Centre in Perth.  In its role as manager of the MRO, 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 Key. Documents.](https://www.skatelescope.org/key-documents/)

## **Flexible Working**

We value and respect difference and we are committed to building an inclusive culture. We believe that you do your best at work when you have a work/life balance and create an environment where you can balance a successful career with your commitments and interests outside of work. Supporting flexibility is important to us, please indicate your preferences in your application to be considered.

## **Diversity and inclusion**

We believe that innovation thrives on the diversity of thought, ideas, and lived experiences being brought to the table by all to solve Australia’s greatest challenges. We are an Equal Opportunity employer working hard to recruit world-class talent that represents the diversity across our society, empowering staff to bring their whole selves to work and supporting everyone to enable their ideas to flourish. We recognise that a candidate's capability to perform a role can be demonstrated in a variety of ways and encourage candidates to address the role criteria with this in mind.

**About CSIRO and SKAO**

Visit [CSIRO Online](http://www.csiro.au/) and [Space and Astronomy](https://www.csiro.au/en/Research/Astronomy) and [SKAO online](https://www.skaobservatory.org/) and [SKAO Location](https://research.csiro.au/ska/location/) for more information. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

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| **CSIRO** | **SKA Observatory** |
| * People First * Further Together * Making it Real * Trusted | * Diversity and Inclusion * Excellence * Collaboration * Creativity and Innovation * Sustainability |

### Role Overview

The primary responsibility of the IT Support Officer – SKA-Low Telescope is to support the establishment of the technology related activities for the newly established SKA-Low Engineering Operations Centre (EOC) in Geraldton. The IT Support Officer is a generalist role in the Telescope team and involves close collaboration with teams in Perth and across the globe working on the SKA-Low project. The position also provides technical support for the broader Information & Communications Technology (ICT) services.

### Duties and Key Result Areas

* Establish system set up and provide ongoing support for software and hardware at desktops, and other technology related activities within the newly established EOC.
* Provide technical support for the wider Information & Communications Technology (ICT) services including performing incident, request & problem management, and support of communications, network and presentation technologies.
* Prioritise, respond to and action issues in the service management queue in relation to services, service improvements and asset lifecycle management.
* Adopt service management disciplines such as ITIL and Change Management.
* Support and maintain meeting room systems (video conferencing, audio-visual devices, and control/scheduling systems).
* Provide support to (sometimes large-scale) events such as conferences and large meetings where these can be physical, hybrid or virtual.
* Support Lean Agile project delivery of key IT projects delivering new services and improvements.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of SKAO and CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, regionally dispersed team to carry out tasks.
* Adhere to the spirit and practice of our Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Zero Harm goals.
* Undertake any other reasonable duties as directed.

## **Selection Criteria**

#### Essential

1. Demonstrated experience and expertise in a broad technical support role for a minimum of 3 years.
2. Proven knowledge and in IT service provision.
3. Demonstrable knowledge and background with IT Service Management disciplines and Frameworks.
4. Proven technical expertise in the support of Windows client systems (currently Windows 10) and related Microsoft applications technologies.
5. Strong communication and customer service skills with international stakeholders and local teams, with a proven ability to meet project delivery needs.

#### Desirable

1. Certification held in industry/community-recognised disciplines/technologies pertinent to the role (i.e. Microsoft Certified Professional, ITIL etc.).
2. Experience with Microsoft, Apple, Linux and Google computing devices and mobile device technologies and device management systems, Microsoft Exchange and Microsoft Online services like Azure and Office365.
3. Programming/scripting experience and/or Kubernetes capability across multiple platforms.
4. An Australian Class ‘C’ driver’s licence (or equivalent).

**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 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.
* Applicants must be able and willing to undertake domestic travel to the Murchison Radio-astronomy Observatory (in remote Western Australia) and occasionally to Perth.