# Position Details

## Administrative Services- CSOF3

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| The following information is for applicants | |
| Advertised Job Title | User Support Officer |
| Job Reference | 92692 |
| Tenure | 5 years  Full-time |
| Salary Range | CSOF3 AU$68,148 - AU$86,733 per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Black Mountain ACT |
| Relocation Assistance | Not available |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Data and Support Manager |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Peggy Newman at Peggy.Newman@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](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).

### Background

The Atlas of Living Australia (ALA) is Australia's national biodiversity data infrastructure funded by the National Collaborative Research Infrastructure Strategy (NCRIS) and hosted by CSIRO. Our vision is to deliver trusted biodiversity data for Australia supporting world-class research and more effective decision-making. The ALA provides biodiversity data and related products and services to over 90,000 users in research, government, industry, and the public. As the Australian node of the Global Biodiversity Information Facility the ALA ensures that Australian biodiversity is accessible globally.

Our team is passionate about the role technology can play in supporting improved outcomes for Australian biodiversity. We are nationally distributed and adopt a fully hybrid operating model to deliver outcomes.

### Role Overview

### The Atlas of Living Australia ([https://ala.org.au/](https://www.ala.org.au/)) is seeking a talented technical communicator to join the Data and Support team to aid in the delivery of effective and timely helpdesk support to the ALA’s users.

## The ALA’s operations teams are responsible for the timely support and maintenance of the ALA’s IT infrastructure including ensuring user needs are adequately met.

## You will be expected to actively contribute to the quality of services delivered to users by participating in applying adaptive and innovative solutions to complex and ambiguous issues across the multiple applications that make up the ALA.

## Your demonstrated user focus will gain the support of key stakeholders and contribute to integrating ALA applications with stakeholder business requirements to achieve ALA and external strategic and organisational objectives.

### Duties and Key Result Areas

* Deliver first contact application support to provide both response and resolution in a timely manner to incidents and requests
* Analyse, classify and transfer service tickets to relevant support groups via the service management toolset
* Apply known solutions to customer reported issues
* Develop and maintain relationships within the ALA, CSIRO and with external communities and individuals to ensure the delivery of best practice service
* Contribute positively to stimulate and promote a team approach, and develop sound working relationships with users on a day-to-day basis as a representative of the ALA
* Keep management and other team members informed of progress and issues
* Identify tasks/issues that cannot be resolved and refer them to senior ALA staff and/or Technical Specialist Teams
* Develop, maintain, and expand individual skills which are of benefit to the services delivered by the ALA and that contribute to the skill set of the ALA Team
* Maintain and create knowledgebase content
* Assist with ALA project work as directed
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. A formal tertiary qualification in an Information Technology field, or equivalent Information Technology experience.
2. Demonstrated experience in a customer service environment and supporting a broad range of IT services, including
   1. Access and account management
   2. Troubleshooting functionality and browser issues and walking clients through the steps of a particular task
   3. Logging application issues for development
   4. Maintaining and creating procedures and documentation
3. Demonstrated experience in the use of one or more Helpdesk solutions
4. A strong service delivery focus, including excellent oral and written communication skills and effective interactions with clients regardless of their levels of IT skill and experience.
5. A proven track record as team player showing initiative, self-motivation, plus an ability and willingness to perform with minimal supervision and follow defined procedures accurately and consistently.
6. Ability to collaborate with other teams to achieve operational objectives including assistance with undertaking project work.
7. Strong organisational skills including the ability to multi-task.

## **Desirable**

1. Experience in data analysis and processing.
2. Experience in or exposure to biodiversity and/or ecology related science
3. Experience working in distributed and diverse teams

We are working hard to recruit people representing diversity across our society and ensure that all our people feel supported to do their best work and feel empowered to let their ideas flourish.

## **Required Competencies**

* **Teamwork and Collaboration:** Proactively seeks and considers the ideas and opinions of others from within and outside the team to help form decisions, plans or actions.
* **Influence and Communication:** Puts forward ideas by presenting factual information supported by data, definitions, examples, illustrations or other aids, which will assist in conveying meaning.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **Judgement and Problem Solving:** Identifies and considers the implications of a range of available alternatives in order to select the most appropriate response to problems of a familiar or recurring nature.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Willingness to change ideas or perceptions based on new information, contrary evidence or other people's points of view. Prepared to try out different approaches.

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 our business unit, [National Collections and Marine Infrastructure](https://www.csiro.au/en/about/people/business-units/ncmi), 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