# Position Details

## Technical Services - CSOF

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| The following information is for applicants | |
| Advertised Job Title | ICT Systems Administrator – Canberra Deep Space Communication Complex |
| Job Reference | 92817 |
| Tenure | Indefinite - 9-day fortnight |
| Salary Range | SCT Level 3.1 – 3.4 Salary $97,411 – $109,806 + up to 15.4% superannuation |
| Location(s) | Canberra Deep Space Communication Complex |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens who are able to meet the US Export Administration Regulation requirements (eligibility to be determined) |
| Position reports to the | ICT Team Leader, CDSCC |
| Client Focus – Internal | 95% |
| Client Focus – External | 5% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Ted Garner via email at tgarner@cdscc.nasa.gov |
| 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).

**Child Safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

### Role Overview

The **Canberra Deep Space Communication Complex (CDSCC)** supports ground-based spacecraft telecommunications as part of the international National Aeronautic Space Administration (NASA) Deep Space Network (DSN), under contractual arrangements between the NASA and Commonwealth Scientific Industrial Research Organisation (CSIRO).

The position is a member of the ICT Team which provides a range of ICT support services at the Canberra Deep Space Communications Complex mission in accordance with the requirements of NASAs Deep Space Network.

The ICT Team supports the following ICT Services at CDSCC:

* Server infrastructure
* Systems Network
* End User Support
* Unified Communications (e.g. Telephony, Email, Video Conferencing, Paging, Radios etc.)
* Collaboration Tools and Data Management
* Compute and Storage Services (Cloud & On Premises)
* IP Operations Management
* Audio Visual
* Cyber Security

### Duties and Key Result Areas:

* Collaborate with other System Administrators in designing the server infrastructure required to support the CDSCC Administrative LAN.
* Collaborate with other System Administrators to Design and manage Active Directory services and Domain Group Policies, including security groups and organizational units.
* Collaborate with other System Administrators to develop, deploy and administer the CDSCC email system.
* Install and configuring Server hardware.
* Manage, Plan and implement server update, upgrades, maintenance, and patching.
* Monitor hardware performance and provide input into discussions on equipment upgrades/replacement.
* Troubleshooting, diagnosing, repairing, resolving and documenting Server related (hardware and software) operational problems.
* Develop backup strategies and carry out backups and recover of data and systems as required.
* Develop testing and documenting disaster recovery procedures.
* Document existing and new systems to a high level, for both support staff and end users.
* Collaborate with Network Group to ensure availability, reliability, and consistency of network attached devices.
* Assists in investigation and resolution of network problems.
* Provide second level and above support to end users.
* Receive and respond to routine requests for Cyber security support.
* Communicate 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 with colleagues within your team and across the DSN to reach 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

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

1. A tertiary qualification in Information Technology and/or equivalent relevant experience.
2. Demonstrated management experience, skills and knowledge of Windows Domain Server based system and Desktop environment in an enterprise LAN WAN Networking infrastructure.
3. Demonstrated ability to identify, own and resolve complex problems, taking ownership through to successful completion and provide level 2 or above support as required.
4. Demonstrated experience managing a virtual environment, preferably Microsoft Hyper-V.
5. Demonstrated ability to manage an Enterprise Email system.
6. Demonstrated ability to manage a system and data backup and recovery system.
7. Highly developed interpersonal communication skills with the ability convey complex technical information to both technical and non-technical recipient’s; in addition, proven experience in providing quality customer service.
8. Demonstrated ability to write technical documentation.
9. Demonstrated willingness to learn new skills and work across a diverse range of tasks and activities.
10. Ability to work effectively independently or as part of a diverse multi-skilled team.

## **Desirable**

1. Knowledge, Skills or experience with Cyber security disciplines.

## **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

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

* The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
* This role has child safety obligations. Accordingly, the successful candidate will be required to obtain and provide evidence that they hold a valid paid/employee (not volunteer) Working with Children/ Vulnerable People Check prior to confirmation of appointment.
* As this site works directly with NASA and JPL, the successful applicant will be required to obtain an Export Administration Regulations (EAR) clearance/approval, to perform the inherent requirements of the position.

## **About CSIRO**

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