# Position Details

## Technical Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | Technical Services Officer |
| Job Reference | 97664 |
| Tenure | Indefinite Full Time |
| Salary Range | AU$93,267 - AU$105,517 per annum (pro-rata for part-time)plus up to 15.4% superannuation |
| Location(s) | Melbourne, VIC, Perth, WA, Brisbane, QLD |
| 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 | Research Operations Manager, Environment |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Ben Rae ben.rae@csiro.au (03) 6232 5205 |
| 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. |

**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 role of Technical Services staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects. This support consists of the application of accepted technical practices and the development of new practices. The work is usually carried out as a member of a centralised service.

We are currently offering three opportunities for suitably experienced individuals to provide technical and facilities management services to support the research activities within CSIRO’s Environment Research Unit (RU) in Melbourne, Perth & Brisbane. This involves the development and implementation and/or administration of policies, systems and procedures that assist the Organisation and the Research Units to achieve their objectives and meet Government and regulatory responsibilities in terms of Property and Facilities activities.

These roles will involve supporting the equipment and infrastructure needs of the RU and liaising with CSIRO Business Infrastructure Services (CBIS), Health Safety and Environment (HSE) and RU staff to effectively support research operations and infrastructure development.

The roles will report to the Research Operations Manager and will also involve liaison and oversight of contractors as well as co-ordination with other members of the RU Operations Team including Lab Operations Coordinator (LOC), Lab Site Coordinators (LCS), Area Custodians (AC) and various RU HSE Committees.

### Duties and Key Result Areas

* Pro-actively identifying opportunities for improvement across RU operations within the region and implementing them through application of sound project & change management principles.
* Support reviews of site expenditure to identify opportunities for efficiencies and improvements that allow the RU to better leverage its financial resources to deliver high impact research.
* Assist the successful delivery of Minor Capital Works projects delivering solutions on time, on budget and to the required level of quality.
* Implement opportunities to improve the way the Operations Team deliver support so that there are appropriate levels of consistency of service delivery across our various sites. Document these in procedures to ensure continuity.
* Support the roll out of Laboratory Information Management System (LIMS) by preparing a short- and medium-term plan for physical sample storage capability within the region.
* Supporting a consistent approach to the servicing and maintenance of science equipment and infrastructure.
* Be a point of reference for staff requiring support in scientific instrumentation Repairs & Maintenance and coordinate tasks and programs to ensure the effective operation of equipment and facilities.
* Generate improved solutions to complex problems and resolve complaints using creativity, reasoning and past experience.
* Provide assistance to the Environment Capital Expenditure (CAPEX) committee by coordinating the procurement of new capital items and tracking expenditure.
* Coordinate the RU’s Vehicle Fleet related activities in your region.
* Coordinate external and internal audits and other activities as required.
* Liaise with Enterprise Service Groups (e.g. CBIS, HSE, Information Management & Technology (IM&T), Procurement) as required to ensure effective delivery of services to the RU.
* Participate in Committees, as required, to ensure the effective communication and coordination of tasks and programs across the RU and between other RUs.
* Work effectively as a member and/or leader of a regionally dispersed team; providing leadership in research operations support, both through line management and informal arrangements.
* Communicate effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Adhere to the spirit and practice of CSIRO’s Values, HSE 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. Demonstrated planning, financial, project management, people management skills and comparable Operations experience at comparable size, scale, and complexity to the RU.
2. The ability to work effectively as an integral member of a team and foster an environment in which there is an elevated level of collaboration within and between teams.
3. Demonstrated ability to manage competing complex demands; establish or renegotiate priorities; organise or re-assign tasks and meet deadlines.
4. Demonstrated experience and understanding of risk management, incident response, organisational requirements, policies and procedures, and external regulations relevant to the RU.
5. Demonstrated ability to communicate openly and effectively and to build strong relationships with staff, stakeholders, and clients at all levels and across boundaries together with superior interpersonal, negotiation and influencing skills.

## **Desirable**

1. **Education/Qualifications:** A Certificate or tertiary qualification relevant to the objectives of a research-based organisation and/or equivalent experience in a relevant area.

## **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:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
* **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:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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

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.

## **About CSIRO**

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

## **CSIRO Environment**

## Understanding Australia's changing climate and the fragility of our ecosystems is critical if we are to enable industries to minimise their environmental impact and strengthen community resilience to natural disasters and extreme events.

## CSIRO’s Environment Business Unit has CSIRO’s capabilities in marine, atmospheric, water and terrestrial environment disciplines, as well as significant social and economic research, to align and support the nation in creating a better and more sustainable future. Environment Business Unit consists of eight research programs including (1) Climate intelligence; (2) Coastal and Oceanic Systems; (3) Climate, Oceans, and Atmospheric Interactions; (4) Sustainability Pathways; (5) Sustainable Marine Futures (6) Water Security (7) Living Landscapes (8) Industry Environments.

## Together, we are addressing Australia’s biggest environment challenges by translating complex science into decision ready information and tools essential for sustainable and equitable economic, social, and environmental management and development into the future.