# Position Details

## Technical Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Technical Solutions Specialist |
| Job Reference | (to be entered by your Recruitment Consultant) |
| Tenure | EOI |
| Salary Range | AU$93k - AU$105k per annum  plus up to 15.4% superannuation |
| Location(s) | All IMT sites |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens Only |
| Position reports to the | Scientific Computing Technical Solutions Team Lead |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Andrew Laurence via email at Andrew.Laurence@csiro.au or phone +61 3 9545 8945 |
| 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 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.

The Commonwealth Scientific and Industrial Research Organisation (CSIRO) is Australia’s largest scientific research organisation and one of the largest and most diverse scientific organisations in the world. CSIRO’s work touches every aspect of Australian life: from the molecules that build life to the molecules in space. Working from sites across the nation and around the globe, CSIRO’s staff are focused on providing new ways to improve the quality of life, as well as the economic and social performance of many industry sectors through research and development.

The Scientific Computing (SC) program within the Information Management & Technology (IMT) function provides end-to-end technology platforms ranging from corporate IT systems through to leading-edge high-performance data processing tools and platforms. The team manages a hybrid multi-cloud of computing and data services that enable billions of core hours of computing time and host over 200 petabytes of data.  The team manages and supports an edge to cloud computational and data fabric that includes several high-performance computing clusters, multiple hyperscale public cloud tenancies, and a mass and high-performance tiered storage infrastructure with a national footprint. The group also supports organisational data management practices and provides a suite of applications to effectively support the management of research data throughout its lifecycle.  a highly versatile and robust virtualised corporate hosting platform to enable the delivery of CSIRO’s corporate applications. In joining this group you’ll have the opportunity to work with this breadth of technology and have access to advanced enterprise tooling for container orchestration, cluster management, high performance low latency networking, bare metal and virtualisation, infrastructure automation and configuration, infrastructure as code, monitoring and alerting, service management and other technology tools.  As a team member you’ll contribute to IMT’s forward strategy including bringing innovation to how our team provides technology services in support of the digital operations of Australia’s national science agency.  The SC program also has a significant range of activities and support to CSIRO science teams in promoting best of breed implementation, uptake and adoption of our platforms across the areas of advanced visualisation, data processing, modelling, code optimisation, application support and software delivery. The program is highly customer-focussed and operates closely in partnership with all areas of CSIRO research.

The Technical Solutions team within the Scientific Computing Services group is responsible for the delivery of a range of Scientific Computing services to support CSIRO’s strategic and operational objectives, including consultation, business analysis, scientific workflows, solutions design, client support, and training. In addition to the internal research cloud, the team also takes responsibility for CSIRO’s HPC services, development and runtime environments, software, technical support, and services for a large and diverse user base.

The Scientific Computing group is looking for an additional HPC technical specialist to meet the growing needs of CSIRO’s HPC user community by providing support for their computational and data intensive workflows. This will be carried out as part of the Technical Solutions team within the Scientific Computing group. As a hands-on professional you will have an in-depth understanding of our computing services and capabilities as well as working experience in HPC. You will engage with CSIRO staff to understand their computing requirements and enhance their productivity by ensuring optimal use of CSIRO’s Scientific Computing platforms.

This is an opportunity to work in a professional and technically challenging environment, supporting a diverse range of applications, to further the use of computation in science discovery.

Work may be required at other CSIRO sites within Australia.

### Duties and Key Result Areas

The Technical Solutions Support Officer will be involved in a range of service delivery and support activities:

* Engage with Scientific Computing clients to understand needs and deliver against them.
* Undertake a wide variety of tasks or tasks that have a high degree of technical difficulty.
* Encounter problems where methods are not defined and use initiative to seek new approaches to meet client needs and improve the services provided.
* Contribute to knowledge sharing within the team by documenting procedures and be able to liaise effectively with users regarding the delivery of services to meet their needs.
* Act as a consultant and knowledge resource for Scientific Computing clients and other IMT teams.
* Provide technical information and guidance around Scientific Computing's service and capabilities.
* Contribute to the management of CSIRO’s HPC platforms.
* Assist clients in transitioning existing scientific workflows to or across the Scientific Computing platforms.
* Identify and solve client problems proactively, be responsible for support requests, escalations, and notifications.
* Develop and deliver specialised training for users.
* Be a trusted adviser to clients and decision makers.

The officer will also:

* 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, the business unit and across CSIRO, to reach objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Zero Harm goals.
* Work may be required at other CSIRO sites within Australia.
  + Other duties as directed.

*CSIRO requires National Police Checks to be provided by preferred applicants for all new positions. Where matters are disclosed in a National Police Check, only those that are relevant to the position and the ability of the applicant to perform the role will be taken into account. Accordingly it is important to consider, and include in the position description, all duties and responsibilities relevant to the position, to assist with the consideration of any record that may be disclosed through the National Police Check process. For example:*

*­* *Access to personal or other sensitive information, whether of CSIRO staff and affiliates, or members of the public.*

*­* *Access to commercially sensitive information of CSIRO and/or research or commercial partners.*

## **Selection Criteria**

#### Essential

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

1. Relevant bachelor’s degree or equivalent relevant work experience in science, engineering, computer science, information technology or another relevant field.
2. Experience in providing services to users, including engaging with users to determine requirements, and knowledge of a range of application software and techniques.
3. Demonstrated experience in supporting Linux environments including using bash or similar.
4. Knowledge of software management including installation, licensing, updates, and configuration in Linux environments.
5. Experience in the development of user documentation, technical guides, and training materials
6. Demonstrated problem solving and analytical skills.
7. Demonstrated ability to work with independence and self-motivation within a team environment.

## **Desirable**

1. Experience in delivering HPC technical support, including the management of batch job systems.
2. Experience with HPC software management such as installation, licensing, updates, configuration.
3. Experience in the use of scripting or programming languages for application development in a Linux environment.
4. Experience in delivering technical support in a HPC environment.
5. Experience in delivering technical support for Windows HPC systems.

## **Required Competencies**

1. **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.
2. **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.
3. **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.
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
6. **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 may be subject to conditions including provision of a national police check as well as other security/medical/character clearance 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.
* The successful candidate will be required to obtain and maintain a security clearance at the NV1 level.
* *If you have any queries regarding finalising the Duties and Key Result Areas or the Special Requirements for this position, please consult with In-business HR or the Talent Acquisition Team.*

## **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