# Position Details

## ICT Systems Administrator

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| The following information is for applicants | |
| Advertised Job Title | ICT Systems Administrator |
| Job Reference | 96085 |
| Tenure | Indefinite, full-time on a 9-day fortnightly schedule |
| Salary Range | SCT Level 2.1 – 2.4  AU$86,737 to AU$97,310 pa, plus Tracking Station Allowance of $128.66 per week, plus 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 Only 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 Christy Rawsthorne via email at crawsthorne@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 NASA’s 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

The position is focused on desktop management and support and will assist in the management of the helpdesk system. Normal daily tasks will include triaging and escalation of tickets and responding to staff inquiries. Other tasks would include managing and maintaining desktop images, software installation, configuration issues, troubleshooting and hardware deployment and repair.

### Duties and Key Result Areas:

* Collaborate with and assist System Administrators in supporting ICT infrastructure required for Administrative LAN.
* Provide level 1 / first tier End User Support.
* Install, configure and deploy desktops and laptops, helping to create a consistent and efficient working environment for all users.
* Troubleshooting, diagnosing, repairing, resolving and documenting desktop -related (hardware and software) operational problems and confirm the correct working of installations, escalating problems to next level of support as needed.
* Assist with the patching and updates to desktops/laptops.
* Maintain desktop configuration and documentation, ensuring all systems are well-documented and assist with future troubleshooting of the environment.
* Maintain ICT hardware and software assets registry, keeping accurate records of IT related resources, to assist with tracking of equipment and to comply with policies.
* Under direction assist with server installation updates and configuration.
* Collaborate with team members to ensure availability, reliability, and consistency of network-attached devices.
* Work collaboratively with all internal and external stakeholders to achieve objectives.
* 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 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. Relevant qualifications or equivalent relevant work experience in desktop or systems administration.
2. Demonstrated experience with and knowledge of Microsoft desktop/laptop maintenance in a domain environment.
3. Demonstrated help desk or fault diagnosis experience within an enterprise environment.
4. Demonstrated interpersonal skills necessary to support clients via in-person, phone or remote assistance tools to with desktop and/or mobile devices.
5. Ability to work effectively as part of a diverse multi-skilled team.
6. Demonstrated ability to write technical documentation.
7. A valid Australian Driver’s License.

## **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:** Recognise 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.
* 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/) and [Space and astronomy - CSIRO](https://www.csiro.au/en/research/technology-space/astronomy-space?start=0&count=12) 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