# Position Details

## Technical Services - CSOF3

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| The following information is for applicants | |
| Advertised Job Title | IT Support Officer (Pawsey Supercomputer Research Centre) |
| Job Reference | 101398 |
| Tenure | Indefinite  Full-time (Job-share considered) |
| Salary Range | AU$73,567 to $93,630 (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Pawsey Centre – Kensington, Western Australia |
| Relocation Assistance | N/A |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents |
| Position reports to the | Head of Centre Operations |
| Client Focus – Internal | 60% |
| Client Focus – External | 40% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Brad Evans via email at [bradley.n.evans@csiro.au](mailto:bradley.n.evans@csiro.au)  or phone +61 08 64368796 |
| 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 Pawsey Supercomputing Research Centre (Pawsey) is supported by the Western Australian and Australian governments, to develop and manage a supercomputing and data intensive science capability.

Pawsey is managed through a long-standing and successful unincorporated joint venture (UJV) of CSIRO, Curtin University, Murdoch University and the University of Western Australia that provides services in the areas of supercomputing, data management and visualisation.

The Helpdesk team is part of the Technology Services group and is responsible for the delivery of effective and timely IT support within Pawsey. The role takes on responsibility for the management of tickets and first level issue management and resolution, reporting, escalation and follow-up management of issues and other tasks as required across the business.

The IT Support Officer will provide an effective and efficient response to incidents and requests spanning a broad physical and technical range and with varying levels of complexity. This role will actively contribute to Pawsey’s service direction, participating in applying adaptive and innovative solutions to complex and/or ambiguous issues across one or more service and/or technical streams. Through demonstrated client focus, the IT Support Officer will gain the support of key stakeholders and contribute to integrating technical solutions with business requirements to achieve Pawsey’s strategic and organisational objectives.

### Duties and Key Result Areas

* Contribute positively to stimulate and promote a team approach, and develop sound working relationships with clients on a day-to-day basis as a representative of Pawsey
* Deliver first contact remote IT support to provide both response and resolution in a timely manner to incidents or requests with a focus on quality over quantity
* Conduct analysis, classify and transfer of service tickets to relevant support groups via the service management toolset
* Contribute to the development and generation of regular reports to demonstrate service effectiveness, including the maintenance of high-quality data for analysis
* Apply known solutions to customer reported issues
* Investigate technical issues and propose/develop/adapt/test & implement solutions
* Develop and maintain relationships contributing to teams across Pawsey
* Keep management and other team members informed of progress and issues
* Identify tasks/issues that cannot be resolved and refer them to senior support staff and/or Technical Specialist Teams
* Develop, maintain and expand individual skills which are of benefit to the services delivered by Pawsey and that contribute to the skill set of the Helpdesk Team
* 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.
* Rosters shifts may be required between 0800-1800 AEDT on weekdays to fit resourcing requirements.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. Study toward a formal tertiary qualification in an Information Technology field, or 2 years industry experience in Information Technology.
2. 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.
3. Demonstrated experience in a customer service environment and supporting a broad range of IT services.
4. 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.
5. Ability to collaborate with other teams in order to achieve operational objectives including assistance with undertaking project work with technical services teams for new installations, upgrades, configuration and troubleshooting.
6. Strong organisational skills including the ability to multitask.

#### Desirable

1. Exposure to a High Performance Computing environment
2. Experience in supporting operating environments other than Microsoft Windows, especially Linux/Unix operating systems.
3. Experience with Atlassian ticketing and documentation systems.
4. Proven documentation writing and development skills.

## **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.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](http://www.csiro.au/) and [Pawsey’s web site](https://pawsey.org.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