# Position Details

## General Management – CSOF8

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| The following information is for applicants | |
| Advertised Job Title | Head of IT Services |
| Job Reference | 99992 |
| Tenure | Specified Term of 3 years Full-time |
| Salary Range | Attractive salary package available, plus 15.4% superannuation |
| Location(s) | Canberra, Melbourne, Hobart, Adelaide, Perth, Brisbane, Sydney |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | Chief Information Officer |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 2 |
| Enquire about this job | Contact Talant - Wade Barker via email at wade. Barker@csiro.au |
| 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) |

**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).

### Role Overview

The Head of IT Services is a significant leadership role for CSIRO and is responsible for the delivery of exceptional customer services for CSIRO’s Information Management and Technology to ~8,000 CSIRO employees and affiliates in all CSIRO locations throughout Australia.

The role is a key member of the Information Management and Technology (IM&T) unit’s leadership team reporting to the CIO. It provides a suite of IM&T services and key infrastructure platforms such as CSIRO’s national network, unified collaboration, Microsoft 365 and directory services, CSIRO’s standard operating environment, along with front line support delivered by the service desk and onsite support teams. It has a key focus on ensuring exceptional service delivery to IMT’s customers, through management of the unit’s service catalogue and IT Service Management processes.

Key responsibilities include:

1. **IT Services – Onsite and Service Desk** including:
   1. the provision of 1st and 2nd level support for IM&T services, Incident Management, request fulfilment and Knowledge Management, Desktop Hardware Management. Approx. >24k phone calls and >15k tickets resolved in 2024
   2. Service Management, including change and release management, and actively managing and improving IMT services using processes and tools and standardised framework
   3. Business Ownership of key customer self-service platforms e.g. Self-service ordering platform, outage & service advice platform, print service, desktop service etc
2. **IT Services – Enterprise Platforms** including
   1. **Directory Services and Email -** Providing identity, collaboration, and messaging platforms (e.g. Microsoft 365 (various), Power Platform, Active Directory etc)
   2. **Networks –** Providing high-speed, high availability, highly secure network services (VPN, Corporate Network, Internet etc)
   3. **Endpoint Platforms and Services** - Supporting mobility and productivity with managed devices (e.g. Desktop Configuration Management, Managed Virtual Desktop Infrastructure, Managed Virtual Applications, Software Administration, Inventory Management, Windows & Application Patching)
   4. **Web and Database Hosting -** Providing hosting for enterprise and research web sites and applications
   5. **Unified Communications -** Supporting telephony and video conferencing integration – (IP Phones, Contact Centres (13004CSIRO), Video Conferencing, Cellular Services, Webcasting, Meeting Room Displays, CSIRO Alerts etc). Approx. ~600 video conference rooms (across ~50 sites), 3,000 mobile devices, 550+ websites hosted

Ensuring alignment to key elements of the IMT strategy, the Head of IT Services will ensure operational frameworks, standards and processes, are based on industry leading practices and that they achieve optimal outcomes for CSIRO’s strategic, operational, and business requirements while meeting customer expectations and thus high levels of customer satisfaction.

This is a senior role that facilitates the strategic development of organisational capability, responsible for initiating and implementing organisational change and representing IMT in internal and external forums.

The role will foster a culture of support excellence, with services that operate to a high standard, whilst operating efficiently and within budget.

### Duties and Key Result Areas

* Establishing IMT’s service delivery framework to support the technology enablement of the organisation.
* Establishing and delivering high quality technology systems and services that support the organisation’s key operational requirements and create an efficient working environment.
* Form partnerships with Executives and Senior Managers across the organisation, to deliver efficient enterprise outcomes to the Organisation.
* Providing strategic and tactical advice with significant organisational implications, which may also impact on the broader research community.
* Manage and control the IT Services budget.
* Lead, coach and empower a professional team in the implementation and delivery of technology policy, systems, and services to deliver innovative and flexible solutions that achieve business requirements.
* Drive ongoing analysis and review of service delivery to identify opportunities to improve and enhance the services for the organisation, ensuring alignment with the strategic directions of the Business Unit and the agency.
* Manage client expectations and deliver outcomes to agreed service level targets and project timeframes.
* Manage organisational compliance with legal, financial, and statutory responsibilities.
* Involve staff and clients in setting strategic directions aligned with the Organisation’s direction and gain commitment from staff and clients to those directions.
* Proactively develop strategic proposals and have a lead role in promoting and facilitating their effective implementation to initiate and implement organisational change.
* Communicate openly, 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 as part of a multi-disciplinary, regionally dispersed team to carry out tasks in support of CSIRO 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.
* Other duties as directed.

## **Selection Criteria**

#### Essential

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

1. A degree (or equivalent experience), in conjunction with demonstrated achievement in senior advisory and managerial roles in information technology, management, governance and or enterprise applications, infrastructure, and solutions delivery.
2. Demonstrated leadership of customer orientated, large scale and complex Information Management & Technology service delivery and operations in one or more of the following: infrastructure services, application delivery, service support, and digital transformation.
3. Demonstrated ability to drive a culture of customer focus and performance improvement through the leadership of geographically dispersed/remote teams, and a record of strong leadership that has contributed to or defined policy direction and strategy.
4. A solid track record in leading major technology implementation projects, procurements, and transition to support and management.
5. Proven ability to foster and maintain effective cross organisational relationships, to ensure alignment between customer needs and operational delivery.

## **Desirable**

1. Track record as a leader in digital and information technology delivery in a research organisation.

## **Required Competencies**

* **Teamwork and Collaboration:** Creates and fosters an environment in which there is a high level of cooperation within and between teams. Facilitates positive team relationships to build organisational interaction across CSIRO.
* **Influence and Communication:** Uses complex influencing strategies, for example, assembling strategic coalitions, building behind the scenes support and the tactical use of information to gain support.
* **Resource Management/Leadership:** Contributes to or defines Business Unit / organisational policy directions, strategic planning and operationalises the vision for staff and gains commitment to the direction chosen. Plans, seeks, allocates resources and monitors to achieve outcomes. Adopts a mentor role.
* **Judgement and Problem Solving:** Resolves major conceptual scientific, technical, commercial or management problems, which have a significant impact upon the field of research, professional function, the Business Unit or the Organisation. Situations faced have little or no precedent and require original concepts and approaches.
* **Independence:** Commits significant resources in the face of uncertainty and takes calculated risks to improve performance and achieve challenging goals. Uses personal energy to drive change strategies. Formulates and implements contingency plans to minimise the impact of potential risks. Accepts personal responsibility for the outcomes of decisions/risks taken.
* **Adaptability:**Is flexible in response to external change or when faced with external constraints. Identifies and promotes the opportunities arising as a result of change.

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.

Include if relevant:

* 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.
* The successful candidate will be required to obtain and maintain a security clearance at the Negative Vetting Level 1

**Setting you up for success**

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email if we can help you to equitably participate in our recruitment process or the role itself.

**Life at CSIRO and flexible working arrangements**

We [work flexibly at CSIRO](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), offering a range of options for how, when and where you work.  We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

**CSIRO values**

CSIRO is a values-based organisation committed to values-based leadership.

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| **Value** | **Descriptor** | **Behaviour** |
| **People first** | Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences. | * Respectful * Caring * Inclusive |
| **Further together** | We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems. | * Accountable * Authentic * Courageous |
| **Making it real** | We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change. | * Partnering * Cooperative * Humble |
| **Trusted** | We’re driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia’s trust in CSIRO. | * Curious * Adaptive * Entrepreneurial |

**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).