

Position Details

Technical Services – CSOF2

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	IT Support Officer – SKA-Low Telescope
Job Reference	101700
Tenure and work schedule	Specified Term of 18 months Full-time, Part-time or Job-share
Salary Range	AU\$61,079 – AU\$73,424 pa (pro-rata for part-time) + up to 15.4% superannuation
Location(s)	Perth (Kensington), WA (Whadjuk Noongar Country) <i>Flexible work arrangements may be considered</i>
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	Australian/New Zealand Citizens and Australian Permanent Residents. CSIRO is an Equal Opportunity employer working hard to recruit world-class talent that represents the diversity across our society. As part of our commitment to Aboriginal and/or Torres Strait Islander employment outcomes, preference will be given to Aboriginal and/or Torres Strait Islander candidates who meet the role criteria. CSIRO conscious inclusion practices are intended to constitute a special/equal opportunity/affirmative measure under <i>section 8(1) of the Racial Discrimination Act 1975 (Cth)</i> .
Client Focus – Internal	100%
Client Focus – External	0%
Position reports to the	SKA-Low IT Manager
Number of Direct Reports	0
Enquire about this job	To enquire about this role, please contact Tony Ambaum, SKA-Low IT Manager, via email at tony.ambaum@skao.int
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](#).

The CSIRO Experience

As an employee of CSIRO, you will be eligible for the many benefits of working at Australia's National Science Agency. You can read more here:

1. [Life at CSIRO](#)
2. [Personal Development & Learning](#)
3. [Generous Leave & Conditions](#)
4. [Work / Life Balance](#)

Background

The SKA Observatory is a next-generation radio astronomy facility set to transform our understanding of the Universe and fundamental physics. By deploying cutting-edge technology, it will have a lasting impact on science and society. With investment totalling almost A\$3.5bn, the scale and reach of the facility will be unsurpassed.

The SKA Observatory is an Intergovernmental Organisation, supported on five continents and in both hemispheres under a unique partnership of sixteen nations. The SKA Observatory's facilities include its headquarters in the UK and radio-quiet sites in remote areas of South Africa and Australia, where the mid- and low-frequency telescopes are being built.

By constructing and operating these advanced telescopes, the SKA Observatory will become the world leader in radio astronomy, providing unparalleled research capabilities for decades.

In Australia, the SKA Observatory is collaborating with CSIRO, Australia's national science agency, to construct and operate the SKA-Low Telescope. SKA-Low teams are operating out of:

- Inyarrimanha Ilgari Bundara, the CSIRO Murchison Radio-astronomy Observatory on Wajarri Yamaji Country.
- Our Engineering Operations Centre on Nhanhangardi, Naaguja, Wilyny and Amangu Country in Geraldton.
- Our Science Operations Centre on Whadjuk Noongar Country in Perth.

Further Reading: [Explore CSIRO and the SKA-Low Telescope project](#)

Role Overview

The primary responsibility of the IT Support Officer is to support the technology-related activities for the newly established SKA-Low Science Operations Centre (SOC) in Perth. The IT Support Officer is a generalist role in the telescope team and involves close collaboration with teams in Perth and across the globe working on the SKA-Low project. The position will also provide technical support as part of the broader Information & Communications Technology (ICT) services team across SKAO.

This is an early-career position, requiring a demonstrated interest in IT and customer service, with full training provided for the specific responsibilities of the role.

CSIRO and the SKA Observatory value and respect difference, and we are committed to building an inclusive culture by creating an environment where you can balance a successful career with your commitments and interests outside of work. We believe that you will do your best at work if you have a work / life balance. We are open to discussing flexible working opportunities with this role being offered on a full-time, part-time or job share basis. Please raise your preference in your application.

This role may require domestic travel to Inyarrimanha Ilgari Bundara, the CSIRO Murchison Radio-astronomy Observatory on Wajarri Yamaji Country.

Duties and Key Result Areas

- System set up and provide ongoing support for software and hardware at desktops and laptops, and other technology-related activities within the newly established SOC.
- Provide technical support for wider Information & Communications Technology (ICT) services including performing incident support and support of communications, network, and presentation technologies.
- Provide helpdesk support for SKA-Low staff using SKAO software, including UNIT4.
- Prioritise, respond to and action issues in the service management queue in relation to services, service improvements, and asset lifecycle management.
- Adopt service management disciplines such as ITIL and Change Management.
- Support meeting room systems (video conferencing, audio-visual devices, and control/scheduling systems).
- Provide support to (sometimes large-scale) events such as conferences and large meetings where these can be physical, hybrid or virtual.
- Support Lean Agile project delivery of key IT projects delivering new services and improvements to existing systems such as UNIT4.
- Communicate openly, effectively, and respectfully with all staff, clients, and suppliers in the interests of good business practice.
- Work collaboratively as part of a multi-disciplinary, regionally dispersed team to carry out tasks in support of SKAO scientific objectives.
- Adhere to the spirit and practice of CSIRO's and SKAO's Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives, and Zero Harm goals.
- Undertake any other duties within your capabilities as may be reasonably required.

Selection Criteria

CSIRO is an Equal Opportunity employer working hard to recruit world-class talent that represents the diversity across our society. As part of our commitment to equitable employment outcomes for under-represented groups, preference will be given to Aboriginal and/or Torres Strait Islander candidates who meet the role criteria.

Essential

Under CSIRO policy only those who are able to demonstrate how they can meet the essential criteria may be appointed.

- Completion of Year 12 high school education, with an interest to work towards a formal tertiary qualification in a STEM field (e.g., Information Technology, Computer Science, Software Engineering, or related discipline).
- Ability to investigate routine problems by identifying and considering the implications of a range of available alternative solutions.
- Demonstrated experience in a customer service environment.
- An interest in IT, computing, or a related field.
- 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.

Desirable

- Familiarity with supporting operating systems such as Windows, Mac, or Linux client systems (currently Windows 11), and related Microsoft application technologies.
- Experience or familiarity with Atlassian ticketing and documentation systems.

Required Competencies

- **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
- **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
- **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
- **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
- **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
- **Adaptability:** Accepts the need for change to work routines or technology.

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.
- If applicable, the successful Aboriginal and/or Torres Strait Islander candidate will be required to provide evidence to confirm that they are an Aboriginal and/or Torres Strait Islander person.

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](#).

CSIRO and SKAO Values

Visit [CSIRO Online](#) and [Space and Astronomy](#) and [SKAO online](#) and [SKAO Location](#) for more information.

In your application and at interview you will need to demonstrate behaviours aligned to our values of:

CSIRO	SKA Observatory
• People First • Further Together • Making it Real • Trusted	• Diversity and Inclusion • Excellence • Collaboration • Creativity and Innovation • Sustainability and Safety