# Technical Services – CSOF5

Role summary for potential applicants

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| Advertised Job Title**:** | Senior Technical Lead – Office365 & Exchange |
| Classification**:** | CSOF5 |
| Salary Range: | AU $92k to AU $100k plus up to 15.4% superannuation |
| Location**:** | Clayton, VIC or Yarralumla, ACT |
| Tenure: | Indefinite |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only  Australian Citizens and Permanent Residents Only   * All Candidates |
| Functional Area**:** | Technical Services |
| Number of direct reports: | 0 |
| Reports to the: | Team Leader |

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| **Role Overview:** |
| Office365 and Exchange Senior Technical Lead focusing on migrating from on premise Microsoft to Office365.  The team operates a variety of enterprise IT services within Information Management & Technology (IMT). In this position you will support the team’s enterprise scale services to ensure their stability, confidentiality, integrity and availability. You will be required to work with immediate team members as well as geographically and technically distributed teams across the architecture model to grow and develop capabilities and efficiencies of the services across the CSIRO enterprise.  You will have responsibility for: leading solutions design, directing and coordinating the completion of complex technical projects, undertaking development, implementation or standardisation of procedures and techniques. You will have final responsibility for the quality of the service delivered and have considerable influence over service direction and in the application of adaptive and innovative solutions to complex and ambiguous issues across multiple services or technical streams.  Proven experience and capability in leading technical teams in solution and service design in support of CSIRO’s strategic and operational objectives is required. You must demonstrate high levels of initiative and independence. You will act as a specialised advisor to the business and IMT.  **Security Clearance**: This is a security assessed position and successful applicants will be required to obtain and maintain a security clearance of NV1 (SECRET). |

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| **Duties and Key Result Areas:** |
| * Provide expert technical advice relating to Directory Services and Email and integrated technology services, standards and procedures to team members, management and business owners. * Design, deliver and develop the capabilities of Directory Services and Email infrastructure * Keep up-to-date with emerging IT trends and standards via formal and informal training and research to ensure an appropriate technical direction for the organisation. * Identify and document technical training requirements across IMT support areas to ensure service sustainability and growth * Contribute positively to stimulate and promote a team approach, and develop sound working relationships with service users and business owners. * Liaise and build relationships with clients and system business owners * Produce and maintain systems and architecture documentation, including ongoing review of service component appropriate to the IMT delivery model. * Work collaboratively with colleagues within your team, the business unit and across CSIRO, to reach objectives, keeping team members informed of progress and issues. * Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals. |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed*  ***Pre-Requisites:***   * **Education/Qualifications:** Trades Certificate, Assoc Diploma, Diploma, Degree in information technology and/or equivalent work experience. * **Security clearance:** currently hold or have the ability to obtain a security clearance of NV1 (SECRET). * **Communication:** Ability to communicate in a fluent and courteous manner, both orally and in writing, offering factual information supported by proven data, and providing appropriate feedback when required. * **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment. * **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously, and carry out non-routine tasks under technical direction from Senior Technical/Research staff. * **Problem Solving:** Proven ability to investigate routine problems by identifying and considering the implications of a range of available alternative solutions.   ***Essential Criteria:***   1. Significant experience deploying, configuring and administering the following technologies at an enterprise scale:    * Office365 – Exchange Online, SharePoint Online, MS Productivity Tools    * Email - Microsoft Exchange - on premise and in the cloud (Office 365)    * Self-managed mailing list solution (Listserver)    * Email gateways and spam filtering 2. Demonstrated experience leading the design and implementation of enterprise scale infrastructure solutions. 3. Demonstrated ability in providing technical advice to team members, management and clients. 4. Demonstrated ability in coaching and mentoring of junior staff. 5. Excellent communication skills, including an ability to work collaboratively across multi-disciplinary, geographically disperse teams. 6. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation.   **CSIRO is a values based organisation. You will need to demonstrate behaviours aligned to our values of:**   * Integrity of Excellent Science * Trust & Respect * Creative Spirit * Delivering on Commitments * Health, Safety & Sustainability   ***Other special requirements:***  This is a security assessed position. To be eligible for this position you will currently hold, or will have the ability to obtain, an Australian Government security clearance level of Negative Vetting 1 (SECRET). |

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| **Other Information:** |
| **How to Apply**  Internal (CSIRO) candidates should apply for this position via the “Recruitment” link in SAP (choose “Jobs Central” and enter the Reference/Requisition Number). Your application should comprise one document which incorporates the latest version of your CV plus a covering letter outlining your motivations for applying and highlighting your experience as relevant to the role requirements (uploaded under “Resume & Cover Letter”).  At any stage during the recruitment process, you may be asked to provide additional information (online) relevant to the selection criteria. If so, then responding will enhance your application so please take the time to provide relevant succinct answers. Applicants who do not provide the information when requested may not be considered.  If you experience difficulties applying online please call 1300 984 220 and someone will be able to assist you. Outside business hours please email: [careers.online@csiro.au](mailto:careers.online@csiro.au).  **Referees**: If you do not already have the names and contact details of two previous supervisors or academic/ professional referees included in your resume/CV please add these before uploading your CV.  **Contact:** If after reading the selection documentation you require further information please contact:  Mr Kosta Karageorgiouvia email: Kosta.Karageorgiou@csiro.au or phone: +61 3 9545 2973  Please do not email your application directly to Mr Karageorgiou. Applications received via this method will not be considered.  **About CSIRO**  At CSIRO, we do the extraordinary every day. We innovate for tomorrow and help improve today – for our customers, all Australians and the world.  Our innovations contribute billions of dollars to the Australian economy every year. As the largest patent holder in the nation, our vast wealth of intellectual property has led to more than 150 spin-off companies.  With more than 5,000 experts and a burning desire to get things done, we are Australia’s catalyst for innovation.  CSIRO. We imagine. We collaborate. We innovate.  Find out more! [www.csiro.au](http://www.csiro.au).  **CSIRO Information Management and Technology (IMyT)** is committed to introducing and maintaining up-to-date, quality information services in support of CSIRO’s strategic objectives. Ongoing business engagement maintains strong connections between IM&T and CSIRO’s research areas so that our services are closely aligned with CSIRO’s strategic objectives, and forms the basis for IM&T’s annual Operational Plans. |