# Technical Services – CSOF3

Role summary for potential applicants

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| Advertised Job Title**:** | IT Directory Services & Email Support Analyst |
| Reference Number: | 56625 |
| Classification**:** | CSOF3 |
| Salary Range: | AU $61k to AU $78k plus up to 15.4% superannuation |
| Location**:** | Clayton, VIC or Yarralumla, ACT or North Ryde, NSW |
| Tenure: | Indefinite |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only |
| Functional Area**:** | Technical Services |
| Reports to the:  | Technology Manager |
| Number of direct reports: | 0 |
| **% Client Focus - Internal:** | 100% |
| **% Client Focus - External:** | 0% |
| Number of direct reports: | 0 |

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| **Role Overview:** |
| The Directory Services & Email team operates a variety of enterprise IT services within Information Management & Technology (IM&T). 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: the completion of complex technical problems, undertaking development, implementation or standardisation of procedures and techniques, input to solutions design. **Security Clearance**: This is a security assessed position and the successful applicant will be required to obtain and maintain a security clearance of NV1 (SECRET). |

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| **Duties and Key Result Areas:** |
| * Provide technical advice relating to identity, directory services and email. These services include: Active Directory Domain Controllers, Active Directory Federation Services, Active Directory Certificate Services, DHCP/DNS on Windows and Linux, Exchange.
* Provide timely and effective advice and guidance in support of projects delivering capability on behalf of CSIRO and its customers.
* 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.
* 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 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.
* Key responsibilities and duties may be subject to change from time to time.
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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed****Pre-Requisites:**** **Education/Qualifications:** 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.
* **Collaboration:** 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. Demonstrated experience supporting the following technologies at an enterprise scale:
* Active Directory
* DHCP/DNS on Windows and Linux
* Exchange
1. Demonstrated experience in providing technical advice to team members, management and clients.
2. Demonstrated experience in producing and maintaining systems documentation in relation to the aforementioned technologies.
3. Demonstrated experience contributing to the implementation and administration of enterprise IT solutions in a converged IT environment.
4. The ability to work collaboratively across multi-disciplinary, geographically disperse teams and carry out tasks under general direction.

***Desirable Criteria:***1. Experience supporting and administering the following technologies at an enterprise scale:
* Active Directory Federation Services
* Active Directory Certificate Services
* Azure AD
* PowerShell scripting and automation
* Exchange Online

**As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:* Excellent science
* Inclusion, trust & respect
* Health, safety & environment
* Delivery on commitments.

**In your application and at interview you will need to demonstrate alignment with these behaviours.*****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** Please apply for this position online at <https://jobs.csiro.au/> and enter requisition number **56625**. Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’).Please load one document containing your CV and a brief cover letter which outlines your interest in the role and your motivations for applying (Maximum 2MB). At the end of the online application process, you will also be required to respond to some screening questions. Where text responses are required, to avoid being timed out of the system we recommend that you prepare your responses offline and paste them into the appropriate spot prior to submitting your application.If you experience difficulties applying online call 1300 984 220 for assistance. Outside Australian business hours please email: csiro-careers@csiro.au. **Referees**: Please provide contact details of two previous supervisor or academic/professional referees in your resume/CV. We will ask your permission before making contact. **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 2973Please do not email your application directly to Mr Karageorgiou. Applications received via this method will not be considered.**About CSIRO**Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. Find out more! [www.csiro.au](http://www.csiro.au). We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you. Find out more! [CSIRO Balance](https://www.csiro.au/en/Careers/A-great-place-to-work/Work-life-balance) **CSIRO Information Management and Technology (IM&T)** 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. |