# Position Description

*Project Officer*

## Technical Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Project Officer |
| Job Reference: | 59557 |
| Relocation Assistance**:** | Not provided. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 40% |
| Percentage of Client Focus - External: | 60% |
| Reports to the: | Manager, Data Collection and Community Engagement |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Peter Brenton – (02) 6246 5813 ([Peter.Brenton@csiro.au](mailto:Peter.Brenton@csiro.au)) |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ through the ‘People Hub’ icon |

## Role Overview:

The role of Technical Staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects. This support consists of the application of accepted technical practices and the development of new practices. The work is usually carried out as a member of a centralised service.

The position of Project Officer is an important role within the Atlas of Living Australia (ALA) project, hosted by CSIRO. The Project Officer will assist the project teams in the delivery of services and support to clients using the Atlas infrastructure. The role will principally be customer focused, assisting customers to configure and maximise use of Atlas tools, but will also involve some system design, JSON-based forms development and development of user support materials, as well as documentation and coordinating the development of system enhancements to support user requirements.

## Duties and Key Result Areas:

* Support the Manager in the development and delivery of solutions and designs in an Agile environment
* Work with system users to develop system configurations which fulfil their operating requirements
* Perform business analysis functions as required to elicit, articulate and document requirements for necessary system enhancements
* Work collaboratively in a collegiate team environment to ensure that outstanding outcomes are delivered to customers in a timely manner
* Participate in relevant sprint processes representing the requirements and interests of customers
* Undertake acceptance testing on behalf of customers and/or facilitate customer acceptance testing of developed code as appropriate
* Co-ordinate, produce and maintain systems documentation, technical specifications and architectural documentation as appropriate
* Use appropriate ALA tools and processes to develop, maintain and manage products and artefacts of your work
* Keep management and other team members informed of progress and issues.
* Look for opportunities to develop original experimental methods/equipment/software/concepts/ ideas in support of existing and further research.
* 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, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO scientific objectives.
* 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.
* Other duties as requested (within the reasonable scope of expertise and capacity) to assure optimum responsiveness and performance of the ALA team.

## CSIRO Competencies:

1. **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.**
2. **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.**
3. **Resource Management/Leadership: Provides instruction and assists other staff to complete allocated tasks and activities.**
4. **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.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **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.

## Selection Criteria:

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

1. Relevant tertiary qualification in Information Technology or equivalent work experience in a related field
2. Over five years of demonstrated experience in providing project-based software support services to system end users
3. Experience in the design of web based solutions, with the ability to provide well developed business and technical advice to team members, management and clients.
4. Experience with implementing and guiding clients through change management processes
5. Ability to work independently and use initiative to solve problems
6. Experience in the development of system documentation and user support materials
7. A sound understanding of database modelling

## Desirable Criteria:

1. Experience with Biodiversity data standards including TDWG standards, managing species related information including details such as specimen and occurrence data, taxonomy and identification keys
2. Whilst not a requirement for this role, higher level technical competencies, particularly in mobile technologies, would be considered favourably

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about CSIRO [National Collections and Marine Infrastructure](https://my.csiro.au/orginfo/structure/facilites-collections/ncmi)