# Position Description

*Systems and Applications Support Specialist*

## Technical Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Systems and Applications Support Specialist |
| Job Reference: | 59558 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | Team Leader, Informatics and Specimens Management |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Andrew Bowers – (03) 5227 5606 ([Andrew.Bowers@csiro.au](mailto:Andrew.Bowers@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 Systems and Application Support Specialist forms part of a team who are responsible for the quality of the service delivered to clients, and makes a significant contribution to the service direction and the application of adaptive and innovative solutions to complex and ambiguous issues across one or more service or technical streams. The Systems and Application Support Specialist is required to abide by and promote AAHL’s microbiological security regulations and conduct work consistent with CSIRO’s Equal Employment Opportunity and Occupational Health, Safety & Environment principles.

## Duties and Key Result Areas:

* Developing in one or more programming/scripting languages (e.g. C#, SQL, JSON, XML, Perl)
* Supporting and redeveloping existing database platforms
* Troubleshooting system issues and incident resolution
* Analysing system logs and identifying potential system issues
* Applying application system updates, patches, and configuration changes
* Communicating openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Working 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.
* Adhering 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 directed.

## CSIRO Competencies:

1. **Teamwork and Collaboration: Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.**
2. **Influence and Communication: Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.**
3. **Resource Management/Leadership: Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.**
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Selection Criteria:

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

1. A qualification in IT, and/or equivalent relevant experience
2. Demonstrated experience with one or more programming/scripting languages, preferably web-based including .NET, Java, JSP, ASP, JavaScript, Perl, Unix Shell or equivalent
3. Extensive experience providing technical advice to team members, management and clients
4. Strong background in assessing, analysing and resolving complex issues
5. Excellent communication skills, including an ability to work collaboratively across multi-disciplinary project teams.

## Desirable Criteria:

1. Demonstrated experience in Web Services, JSON and XML (or a demonstrated ability to develop new skills in this area)
2. Previous experience developing software applications for scientific domains, including experience with scientific workflow (or a demonstrated ability to develop new skills in this area)
3. Familiarity with robotics and Laboratory Information Management Systems (or a demonstrated ability to develop new skills in this area).

## Special Requirements:

To be eligible for this position you must be willing and able to:

* Adhere to CSIRO AAHL microbiological security requirements, other Australian Security requirements applicable to the position and HSE policies.
* Be vaccinated against influenza, rabies, hepatitis B, Japanese encephalitis or other agents as specified if required for the role performed.

**Security Assessment and Microbiological Security Requirements for Personnel Working on the AAHL Site**

* The nature of our work requires that each person working on site must comply with the conditions described below.
* The appointee is required to pass a security clearance at a level appropriate to duties of the position.  Confirmation of the appointment is subject to obtaining that clearance.
* It is essential that all work on exotic or emerging diseases carried out at AAHL is conducted in a safe manner to prevent the escape of the disease agents used, and to this end, all activities and personnel will be subject to appropriate microbiological security measures. Consequently, while working at AAHL, you may not reside on a property on which are kept any of the following animals: sheep, cattle, pigs, goats, horses, asses and mules, any other cloven-hoofed animal, fowls, turkeys, geese, domestic ducks, caged birds, emus or ostriches. Personnel working with diseases of aquatic animals may not keep aquarium fish at their place of residence and personnel working with cane toad material must avoid contact with amphibians.
* In addition, for a period of seven days after working in the microbiologically secure area of AAHL, personnel may not have close contact with any of the above animals, amphibians or birds or the actual places where these animals are held, or visit any aquatic animal farm or aquatic animal hatchery.
* Working in the barrier maintained Small Animal Facility requires avoidance of additional animals such as mice, rats, guinea pigs, rabbits and poultry 3 days prior to arrival.
* Personnel must abide by Occupational Health, Safety and Environment regulations. Safety signs and directives issued by CSIRO personnel must be complied with at all times.

## About CSIRO:

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

Find out more about CSIRO [Australian Animal Health Laboratory](https://www.csiro.au/en/Research/Facilities/AAHL)