# Technical Services –

Role summary for potential applicants

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| **Advertised Job Title**: | I Junior ICT Systems Support and Help Desk Administrator |
| Reference Number | 58353 |
| Classification**:** | SCT 1.1-1.4 |
| Salary Range: | AU $62k to AU $72k plus up to 15.4% superannuation and allowances |
| Location**:** | Canberra Deep Space Communications Complex, Tidbinbilla, ACT |
| Tenure: | Indefinite  |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only |
| Functional Area**:** | Technical Services |
| % Client Focus - Internal: | 50% |
| % Client Focus - External: | 50% |
| Number of direct reports: | 0 |
| Reports to the: | ICT Team Leader |

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| **Role Overview:** |
| The **Canberra Deep Space Communication Complex (CDSCC)** hosts the ground-based facilities needed to support continuous spacecraft telecommunications as part of NASA’s **Deep Space Network (DSN)**. For more information on CDSCC, please visit: <http://www.cdscc.nasa.gov>The **Information and Communication Technology** **(ICT)** Team provides IT services and hardware, intranet and network infrastructure, IT security and all ground communications for CDSCC. ICT supplies a complete solution for the CDSCC Administrative network, including system design and maintenance of IT and networking systems, database design and development (including the Computerised Maintenance Management System, Maximo), help desk, policy development and intranet. ICT implements and maintains the Admin Data Network which is developed by NASA JPL with input from the ICT group. The ICT Team also ensures the reliability of site public address, internal voice communication and structured cabling systems. ICT develops and manages site IT security and assists in the maintenance of the physical security system.This position is part of the Server/Desktop sub-group within the ICT team and works under routine to broad supervision and guidance.The Junior ICT Systems Support and Help Desk Administrator has varying levels of responsibilities, determined in consultation with the ICT Team Leader and Systems Administrators, across these areas:* Administration of site Desktop Laptop environment
* Assist with Server installations and updates
* Assist in configuration management and systems technical planning
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| **Duties and Key Result Areas:** |
| **System administration:*** Install and configuring Desktop hardware.
* Manage patching and updates to desktops/Laptops using Windows Server Update Services (WSUS).
* Develop and maintain Desktop configuration change documentation.
* Troubleshooting, diagnosing, repairing, resolving and documenting Desktop -related (hardware and software) operational problems.
* Under direction assist with Server installation updates and configuration.
* Collaborate with and assist System Administrators in supporting ICT infrastructure required for Administrative LAN.
* Collaborate with Network Group to ensure availability, reliability, and consistency of network attached devices.

**Help Desk administration*** Respond to Help Desk tickets and calls.
* Record actions to resolve problems.
* Identify trends and issues that could affect ongoing operations.

**General enterprise IT tasks:*** Research on emerging products in support of future Desktop needs.
* Develop and maintain automated desktop and laptop deployment images.
* Maintain site desktop branding.
* Deploy desktop or laptop computers to new starters or replace older units during the refresh cycle.

**Produce clear system documentation:*** Document Desktop configurations and as built operational systems.
* Record ICT hardware and software in the section database.

**LIAISON WITH INTERNAL AND EXTERNAL CLIENTS*** Communicate 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 with colleagues within your team and across the DSN to reach objectives.

Other duties as required. |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all pre-requisites and essential criteria can be appointed****Pre-Requisites:**** **Education/Qualifications:**  Associate Diploma or Diploma in Information Technology
* **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 staff.
* **Problem Solving:** Proven ability to investigate routine problems by identifying and considering the implications of a range of available alternative solutions.

***Essential Criteria:**** Demonstrated experience with Windows Desktop environment.
* Demonstrated helpdesk and fault diagnosis experience within an enterprise environment.
* Demonstrated experience managing a Helpdesk / Asset registry.
* Demonstrated ability to write technical documentation.
* Self-motivated with a hands on approach and ability to work in changing environments.

***Desirable Criteria:**** Degree qualification in Information Technology.
* Experience and knowledge of a network environment required to support a small to medium base Desktop / Laptop site.

***Other Certifications:**** ACT Driver License (or qualified to be able to obtain).

**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:******National Police Check:*** *The successful applicant will be required to undergo a National Police check. Applicants must either hold, or have the ability to obtain a National Police Check provided by the Australian Federal Police.* |

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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 Number 58353). 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.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. **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: **John Phillips** via email: John.Phillips@csiro.au Please do not email your application directly to. 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 Astronomy and Space Science (CASS)**CASS provides facilities for scientists from Australia and around the world to explore our solar system and beyond. CASS operates a number of world-class radio astronomy observatories that are collectively known as the Australia Telescope National Facility (ATNF). These include the Parkes 64m diameter radio telescope, the Australia Telescope Compact Array at Narrabri and the Mopra radio telescope, near Coonabarabran. CSIRO also operates NASA’s Canberra Deep Space Communication Complex (CDSCC) located in Tidbinbilla, on the outskirts of Canberra. CSIRO is now commissioning the Australian Square Kilometre Array Pathfinder (ASKAP) telescope at the Murchison Radio-astronomy Observatory (MRO) in Western Australia and this will be operated as part of the ATNF. The CASS headquarters are in Marsfield, Sydney. Find out more about CASS at <http://www.csiro.au/en/Research/Astronomy> |
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