# Position Details

Role summary for potential applicants

|  |  |
| --- | --- |
| **Advertised Job Title:** | IT Officer - IMT, Client Services  |
| **Reference Number:** | 58312 |
| **Classification:** | CSOF2 |
| **Salary Range:** | AU $46, 918 to AU $60,476 plus up to 15.4% superannuation |
| **Location:** | Kensington, WA |
| **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: | 100% |
| % Client Focus - External: | 0% |
| Reports to the: | Team Lead Client Service WA |
| Number of Direct Reports: | 0 |

|  |
| --- |
| **Role Overview:** |
| CSIRO Information Management and Technology (IMT) are seeking a talented IT-minded person to join the Client Services team to aid in the delivery of effective and timely IT support within CSIRO. Client Services (CS) is a key part of the CSIRO IMT support services model. Services are delivered through a mixture of physical and remote channels; the level of physical and remote delivery provided will vary depending on the location of the site and also the type of support required.Client Services staff are the primary point of contact for all IMT related services in CSIRO, the main functions include:1. Providing telephone support and the use of remote desktop technologies for immediate resolution of incidents and service requests as part of the Service Desk function.
2. Providing onsite support for tasks requiring physical assistance to solve a problem.

Client Services staff are responsible for contributing to the quality of the service delivered to clients, as a result we require someone with excellent customer service ethics and strong service delivery focus, who under direction and training can work efficiently on a broad range of both physical and technical problems, providing effective support to a wide range of CSIRO staff members. You will also have outstanding organisational, interpersonal and communication skills. |

|  |
| --- |
| **Duties and Key Result Areas:** |
| * Assist the team deliver first contact remote IT support to provide both response and resolution in a timely manner to incidents or requests.
* Assist in delivering IT support to provide resolution in a timely manner to problems or requests that require onsite attendance. Examples may include:
* Deployment of PC desktops, laptops, LCD monitors, printers and other IT related equipment.
* Network Port patching.
* Software fault assistance.
* Conduct analysis of service contacts, classify contacts into service areas, and assign to the relevant support groups via the service management toolset.
* With the assistance of senior team members, apply solutions to customer reported issues.
* Develop and maintain relationships contributing to virtual teams across the CSIRO IMT model to ensure the delivery of best practice service.
* Contribute positively to stimulate and promote a team approach, and develop sound working relationships with clients on a day to day basis as a representative of CSIRO IMT.
* Keep management and other team members informed of progress and issues.
* Identify tasks/issues that cannot be resolved and refer them to senior CS staff and/or Technical Specialist Teams.
* Develop, maintain and expand individual skills which are of benefit to the services delivered by CSIRO IMT and that contribute to the skill set of the Client Services Team.
* 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, the business unit and across CSIRO, to reach objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.
 |

|  |
| --- |
| **Selection Criteria:** |
| *Please note: Under CSIRO policy only applicants who meet all the essential criteria can be appointed.*Pre-Requisite1. **Education/Qualifications:** Completion of the Higher School Certificate (HSC) or equivalent.
2. To meet the security clearance applicants must be an Australian citizen. Applicants seeking sponsorship or who only hold residency status will not be considered.
3. **Communication:** Ability to communicate in a courteous manner, both orally and in writing, relaying basic facts, responding appropriately, and posing relevant questions to gain information**.**
4. **Behaviours:** Capable of professional and respectful behaviours and attitudes in a collaborative environment.
5. **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously, and carry out supervised non-routine tasks**.**
6. **Problem Solving:** Proven ability to investigate clearly defined problems where the alternative solutions are limited and prescribed or apparent.

Essential Criteria:1. Previous experience in a customer service environment, and/or an ability to quickly learn and apply knowledge relevant to an IT service environment.
2. A strong service delivery focus, including excellent oral and written communication skills and effective interactions with clients regardless of their levels of IT skill and experience.
3. A proven track record as team player showing initiative and self-motivation, plus an ability and willingness to perform with minimal supervision and follow defined procedures accurately and consistently.
4. Ability to collaborate with other teams in order to achieve operational objectives.
5. Strong organisational skills including the ability to multi task.

*Desirable Criteria:*1. Previous experience in supporting IT Services and/or knowledge gained through study or self-learning.

**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.*****Special requirements:*****Security Clearance:** This is a security assessed position. Applicants must be an Australian citizen, with successful candidate either holding or having the ability to obtain a Baseline Australian Government security clearance or undergo other employment suitability checks.Note: -CSIRO utilises the Australian Government Security Vetting Agency to conduct its security clearances. Further information regarding security clearances may be found at <http://defence.gov.au/AGSVA/resources.asp>-To obtain an Australian Government security clearance, 10 years’ worth of background information verifiable by independent and reliable sources is required.  |

|  |
| --- |
| **Other Information:** |
| **How to Apply**Please apply for this position online at <https://jobs.csiro.au/> and enter requisition number **58312.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) Please load your CV and cover letter (Maximum 2MB). You may also be required to respond to some screening questions.  If you experience difficulties applying online call 1300 984 220 for assistance. Outside Australian business hours please email: csiro-careers@csiro.au. **Contact:** If after reading the selection documentation you require further information please contact: Tony Ambaumvia email: Tony.Ambaum@csiro.au or phone: (08) 6436 8558Please do not email your application directly to Mr Ambaum. 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/The-CSIRO-Experience/Balance) **CSIRO** **Information Management and Technology (IMT)** 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 IMT and CSIRO’s research areas so that our services are closely aligned with CSIRO’s strategic objectives, and forms the basis for IMT's annual Operational Plans. |