# Position Description

## Technical Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | System Support Officer |
| Job Reference: | 59047 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 80% |
| Percentage of Client Focus - External: | 20% |
| Reports to the: | Senior Supercomputing System Administrator |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Mr Mark O’Sheavia email: mark.oshea@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 Pawsey Supercomputing Centre situated in Perth, Western Australia is a national world-class supercomputing and high volume data storage facility operating petascale compute and associated storage infrastructure.  The Pawsey Supercomputing Centre represents an AU$80 million investment by the Australian Federal Government, and is an unincorporated joint venture of the CSIRO, Curtin University, Edith Cowan University, Murdoch University and the University of Western Australia, supported by funding from the Western Australian and Federal government. As lead agent for the Pawsey Supercomputing Centre, the CSIRO employs Pawsey Supercomputing Centre staff.

Pawsey’s Supercomputing Team is responsible for configuring the infrastructure to fulfil the needs of the Australian research community and to engage with that community to make best use of the infrastructure. The incumbent, as part of this highly skilled team of professional specialists and system administrators, will ensure that Pawsey’s high performance computing resources and related services meet its service expectations. This role provides an environment to use and expand your technical and communications skills to prepare you for the career development opportunities available within Pawsey, CSIRO and other National and International supercomputing centres.

CSIRO offers flexible work arrangements. This role can be full time or part time and we can accommodate different start and finish times across the team. For more details on CSIRO’s “Balance” initiative see the CSIRO website.

## Duties and Key Result Areas:

* Provide systems support for operation of Pawsey supercomputing infrastructure, including but not limited to flagship supercomputers, high performance Linux clusters and fast parallel filesystems as well as supporting systems.
* Assist in the maintenance on Pawsey supercomputing infrastructure, including liaising with key stakeholders regarding timing and scope of maintenance.
* Undertake problem solving for systems and workflows for single node systems up to thousands of parallel nodes.
* Ensure effective response to system support issues via request tracking.
* Ensure effective documentation for systems support and operating procedures.
* 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 as a part of a multi-disciplinary, often regionally dispersed research team, to carry out tasks under general direction of Senior Technical staff.
* Work collaboratively with colleagues within your team, the business unit and across CSIRO, to reach objectives.
* Provide instruction and assist other staff to complete allocated tasks and activities, as required.
* Follow safe working procedures pertaining to the immediate work area and responsibilities, as required.
* Use, adapt and/or develop techniques, procedures/equipment/concepts/ideas in support of the delivery of Pawsey services.
* 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 directed.

## 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. Tertiary qualification in Science, Engineering, Computer Science or Information Technology or another relevant fieldor equivalent experience.
2. Significant experience in the administration Linux/Unix systems.
3. Demonstrated success in managing computer systems in a research or operational environment.
4. Excellent verbal and written communication skills, and ability to use these skills to engage effectively with colleagues and clients.
5. The ability to work effectively independently and as part of a team under the general guidance of Senior Technical Staff.
6. The ability and willingness to contribute novel ideas and approaches in support of scientific investigations.

## Desirable Criteria:

1. Experience working for a Commonwealth Government agency, university and/or equivalent.
2. Knowledge of programming languages such as Perl and Python and of source code management tools.
3. Knowledge of programming languages such as C, C++, Fortran and Java.
4. Experience with internet technologies such as web servers, database servers and mail servers.
5. Exposure to High Performance Computing environment (eg. experience with workload schedulers such as Slurm, PBS Pro, Sun Grid Engine).

## About CSIRO:

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

Find out more about CSIRO [Information Management & Technology](https://my.csiro.au/orginfo/structure/support/imt)