# Position Description

## Technical Services – CSOF5

The following information is for applicants

|  |  |
| --- | --- |
| Advertised Job Title**:** | Web and Application Technical Specialist |
| Job Reference: | 59680 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only |
| Percentage of Client Focus - Internal: | 80% |
| Percentage of Client Focus - External: | 20% |
| Reports to the: | IT Manager – Database Admin & Web Hostings |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Ben Tan  Email: [Ben.Tan@csiro.au](mailto:Ben.Tan@csiro.au)  Phone: 02 6124 1405 |
| 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  Please do not email your application directly to Ben Tan.   Applications received via this method will not be considered by the selection panel. |

## Role Overview:

The Web and Applications Hosting Service stream within CSIRO IM&T Platforms Services provides general and versatile hosting solutions for both science research web applications and enterprise systems, and the team manages the technical complexities and life cycles of the web platforms to strive for a smooth and secure hosting experience for clients.

The web platforms mainly consist of Apache and Nginx running on Linux operating environment, with a number of established frameworks such as Tomcat, WordPress, Drupal, RedCap, Joomla, Flask, etc. to cater for diverse science web applications. Being a general hosting service team, we also host many discrete enterprise systems---including the Atlassian collaboration suite such as Confluence and Jira---and manage their system life cycles like installation, refresh and upgrade as well as the underlying platforms.

Our environment adopts agile practices and encourages innovation and autonomy to get on with service delivery. Routine hosting tasks like provisioning and deploying have been largely automated using in-house scripts with built-in security and integration with monitoring and documentation. The team is actively exploring and adopting technologies like Ansible, Puppet, Jenkins, containerisation and orchestration tools to uplift and streamline our automation in managing the platform and framework services, and in building an in-depth security defence for our services.

The **Web and Application Technical Specialist**, as part of the hosting technical team, is responsible for web and application provisioning and ongoing support, providing technical advice relating to the hosting enquiries, and managing the operation and security of web platform and framework environments. They understand the capabilities and security characteristics of key web platforms and frameworks, and apply that knowledge diligently in daily job, and actively contribute to ongoing service improvement and development within the team.

Staff at this level have proven experience and capability in coordination and delivery of solutions and services in support of CSIRO’s strategic and operational objectives. They demonstrate initiative and independence. They act as a specialised advisor to the business and IM&T. They are responsible for the quality of the service delivered to clients, and make significant contributions to service direction and application of adaptive and innovative solutions to complex and ambiguous issues across one or more services or technical streams. They are client focused and gain support of key stakeholders and are able to integrate business requirements with IM&T technical solutions in order to achieve organisational objectives.

## Duties and Key Result Areas:

* Configure and manage web platforms and frameworks according to the established standards and built-in security;
* Serve hosting requests with sound technical analysis and manage ongoing operation ­ of web applications, and provide technical advices to client ­ enquiries in web hosting;
* Apply hosting system and platform updates, patches, and configuration changes to proactively manage hosting security;
* Manage the life cycle of web applications and the underlying hosting environment involving upgrade, migration and decommission, etc;
* Monitor applications and the platform services, and resolve warnings and alerts;
* Troubleshoot including hosting-related debugging and performance bottleneck investigation, manage system growth and resource planning;
* Proactively ­ manage system security, build and rollout in-depth embedded security, and participate in security assessments and enhancement;
* Provide technical advice that is aligned with overall solution designs, architecture and frameworks for general hosting;
* Contribute to the development of the group’s service standards, procedures and service improvements;
* Contribute positively to stimulate and promote a team approach; develop sound working and knowledge sharing relationships within the team and with other IM&T groups;
* Build and foster a professional and friendly relationship with business owners, stakeholders and end users;
* Co-ordinate and produce relevant systems documentation;
* Co-ordinate and participate in service restoration including disaster recovery activities as required;
* Keep management and other team members informed of progress and issues;
* Complete assigned support tasks as specified by due dates
* 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.

## 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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
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. Relevant Tertiary qualifications in IT or equivalent relevant work experience
2. Demonstrated knowledge and experience in system administration relevant to application hosting in a mix of hosting environments including Linux and Windows servers.
3. Extensive understanding and experience in managing web applications at an enterprise level, with demonstrated knowledge in one or more web platforms like Apache, Nginx, Java Tomcat or equivalent ones, and solid understanding of web security.
4. Substantial experience in scripting/programming, and proficient in one or more languages of shell script, Perl, PHP, Python, Java, JavaScript, etc.
5. Well-developed experience in working collaboratively across teams, coordinating tasks and driving for service delivery.
6. Demonstrated willingness and ability to contribute novel ideas and approaches with insightful analysis, and to develop innovative solutions leading to improved service delivery.

## Desirable Criteria:

1. Experience with DevOps practice in service delivery for automation and integration, agile methodologies and source code revision control like Git, SVN.

## 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 Negative Vetting 1, Australian Government security clearance.

## About CSIRO:

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

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