# Position Details

## Administrative Services – CSOF3

The following information is for applicants

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| Advertised Job Title**:** | Systems Support Officer - Intellectual Property |
| Job Reference: | 61939 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | Intellectual Property Executive Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries:  | Liz Eadie via email Liz.Eadie@csiro.au  |
| Contact Details For Applying: | Call 1300 984 220 or email 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’ in SAP (click ‘Recruitment’) Please do not email your application directly to Liz Eadie. Applications received via this method will not be considered by the selection panel. |

## Role Overview:

Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The role of the Systems Support Officer- Intellectual Property in CSIRO will provide administrative support which has a strong focus on IT systems. The Systems Support Officer will assist in reporting Intellectual Property information, developing electronic Intellectual Property capture and workflow processes, creating user interphases, linking CSIRO information systems and administrative support to the Intellectual Property team at CSIRO.

## Duties and Key Result Areas:

* Work collaboratively with the Intellectual Property Executive Manager and the wider Intellectual Property Team in developing customized reports and datasets from the Intellectual Property Database to enhance Intellectual Property transparency across the organization.
* Work proactively as part of a regionally dispersed team to develop electronic processes for capturing and managing novel inventions, trademarks and software modules.
* Creating user interphases to provide access to specific Intellectual Property information.
* Liaising with CSIRO BD&C staff in linking Intellectual Property information to existing data capture systems.
* Co-ordinate and regularly manage projects within the Intellectual Property team including the organisation of WebEx based Intellectual Property Education e-modules, team professional development activities and other electronic communication activities.
* Prepare for, induct and train staff as in using Intellectual Property data systems.
* Author and maintain the Intellectual Property information on the CSIRO intranet, including Intellectual Property registers.
* Maintain Intellectual Property collaboration pages including on SharePoint site and Confluence.
* Work collaboratively within your team, the Business Development and Commercial function and across CSIRO, to reach objectives and complete data driven projects.
* Communicate effectively with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* 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.

## 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.

## Essential Criteria:

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

1. Recently completed Software Engineering degree or minimum 2 years relevant work experience with using and developing SQL database queries and M-SQL Report Builder.
2. Proficient level of technical skills in MS Office.
3. Demonstrated ability to generate improved work flow solutions.
4. Highly developed communication skills, both oral and written, with the ability to liaise with all staff and stakeholders.
5. Demonstrated ability to successfully handle multiple tasks simultaneously, prioritise competing demands and maintain a flexible approach in a fast-paced environment.
6. Demonstrated ability to work in a team environment.

## Desirable Criteria:

1. Experience with Microsoft Dynamics and SAP
2. Proficient level of technical skills in SharePoint and Confluence.
3. Intranet authoring experience with knowledge of SiteCore
4. Demonstrated experience in providing administrative support at a managerial level
5. Experience in Intellectual Property processes, systems and databases

## Special Requirements:

A National Police Check is required to be lodged by the successful applicant and clearance to be received before commencing.

## About CSIRO:

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