# Position Description

## Technical Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | IT Officer – IMT Client Services |
| Job Reference: | 60352 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only |
| Percentage of Client Focus - Internal: | 100% |
| Percentage of Client Focus - External: | 0% |
| Reports to the: | Team Lead |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Location NSW (Eveleigh) or NSW (North Ryde)  Hiring manager: Chris Griffin  Contact number: 02 9490 5844 |
| 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 Colin Mayocchi.   Applications received via this method will not be considered by the selection panel. |

## Role Overview:

The role of Technical Staff in CSIRO is to provide support for scientific research in a diverse range of laboratory and field situations across a range of different research projects. This support consists of the application of accepted technical practices and the development of new practices. The work is usually carried out as a member of a centralised service.

This role would be part of the Client Services (CS) team within CSIRO Information Management and Technology (IMT), and will assist with the delivery of IT services to our clients and support systems that underpin scientific research. 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.

CS staff are the primary point of contact for all IT related services in CSIRO, the main functions include:

* 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.
* Providing onsite support for tasks requiring physical assistance to solve a problem.

**Security Clearance:** This is a security assessed position and the successful applicant will be required to obtain and maintain a security clearance level of Negative Vetting 1.

## Duties and Key Result Areas:

* Develop and maintain relationships with our clients and contribute to the overall objectives across the CSIRO IMT service delivery model.
* Be an active and positive contributor to team activities on a day to day basis.
* Under general supervision undertake a range of technical tasks, requiring skills developed, maintained and expanded through experience and training, within instructions for the method/approach and the techniques that are to be used in respect to the services delivered by CSIRO IMT.
* 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.
* Under guidance undertake remote and physical IT support to our clients to resolve requests and incidents in a timely manner.
* Under guidance deliver physical IT support which include:
  + Deployment of PC desktops, laptops, LCD monitors, printers and other IT related equipment;
  + Network Port patching;
  + Software fault assistance;
  + Troubleshooting operational issues in the desktop environment.
* Respond courteously and efficiently to requests for your services, keep clients informed about progress and redirect requests to appropriate staff when required.
* Contribute to service improvement by identifying tasks/issues that could be handled more efficiently to improve the client experience.
* Exercise discretion when undertaking task such as sourcing and replenishing supplies, fault finding, routine maintenance, scheduling of work and the selection of appropriate materials, methods, equipment or tools.
* 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: Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.**
2. **Influence and Communication: Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.**
3. **Resource Management/Leadership: Provides instruction and assists other staff to complete allocated tasks and activities.**
4. **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence: Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.**
6. **Adaptability:** Accepts the need for change to work routines or technology.

## Selection Criteria:

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

1. Completion of the Higher School Certificate (HSC) or equivalent.
2. Previous experience in a customer service role, demonstrating a service delivery focus, including excellent oral and written communication skills and effective interactions with customers
3. Demonstrated ability to be well organised and to multi-task.
4. A proven track record as a team player showing initiative and self-motivation.
5. An ability and willingness to work under general direction.
6. Ability to collaborate with other teams in order to achieve operational objectives.
7. Ability to learn and follow defined organisational procedures and processes.

## Desirable Criteria:

1. Previous experience in supporting IT Services and/or the ability to quickly learn and apply knowledge relevant to an IT service environment.
2. Previous experience in a customer service environment and supporting a broad range of IT services or the ability to quickly learn skills, including:

a. Network services, both local and wide area;

b. Videoconferencing/IP telephony services;

c. Microsoft Windows-based workstation environments in an Active Directory framework;

d. PC hardware and software installation, configuration and troubleshooting.

## 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/)!

**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.