# Position Description

## Technical Services – CSOF6

The following information is for applicants

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| Advertised Job Title**:** | Enterprise Manager Collaboration Support |
| Job Reference: | 61019 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | [x]  Australian Citizens Only[ ]  Australian/New Zealand Citizens and Australian Permanent Residents Only* [ ]  All Candidates
 |
| Percentage of Client Focus - Internal: | 100% |
| Percentage of Client Focus - External: | 0% |
| Reports to the: | Executive Manager, Client Services |
| Number of Direct Reports: | 7 |
| Name and Contact Details For Applicant Enquiries: | Mr Norman Spurr via email: norman.spurr@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’ through the ‘People Hub’ icon  |

## 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.

The Collaboration Supportteam within CSIRO Information Management & Technology (IMT) provides essential services to support CSIRO staff in the effective use of a suite of collaboration tools. The team configures solutions that support team collaboration and ensure the capability of CSIRO staff through awareness and training.

The Enterprise Manager Collaboration Support will provide day-to-day guidance for the team whilst working with other teams in IMT to ensure systems are current, relevant, modern and meeting the needs of our customers.

The main components of this role within Client Services are to:

* Provide team leadership and undertake all aspects of people management.
* Be responsible for overall stakeholder engagement and, with support from the Executive Manager, Client Services, actively participate in or lead more complex engagements.
* Work with advisors and others in IMT to develop and maintain the ‘Collaboration Roadmap’ which defines the services and technology offered to support collaboration in CSIRO.

## Duties and Key Result Areas:

* Coach and lead a team within IMT Client Services to successfully deliver support for IMT’s collaboration platforms which currently include Atlassian, O365 and WebEx.
* Develop and manage capability within CSIRO to grow and evolve the services the team provides in response to changing organisation needs.
* Lead stakeholder engagement on more complex, highly integrated collaboration solutions and mentor others in leading stakeholder engagement of less complex solutions.
* Work collaboratively with colleagues within the team, the business unit and across CSIRO, to reach objectives.
* Develop the team’s forward schedule of work considering business-as-usual activities, product upgrades and prioritised business projects.
* Identify and assess the risk associated with a specific action or project and develop and implement strategies to reduce those risks.
* Undertake financial management of the team’s budget.
* Review internal management processes for improvement opportunities.
* Prepare necessary reports to keep team actions and achievements visible.
* Advise senior management on issues requiring attention and implement management decisions.
* Staff and contractor management (performance and career management, leave approvals, rewards, performance, staff development/training needs, career management, procurement, etc.) for direct reports.
* Understand clients’ business, negotiate work requirements with clients, and be instrumental in ensuring that their needs are met, by acting as a trusted advisor, demonstrating creativity in determining and anticipating client needs, and identifying and adapting quickly to changes in clients’ needs and market changes.
* Within broad guidelines develop strategic and operational plans for the service, having significant independence of action.
* Proactively take a leading role in the effective transfer of new technology within CSIRO.
* Communicate openly, effectively and respectfully 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 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:** 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:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals/ideas
3. **Resource Management/Leadership:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency, understanding, integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
4. **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
5. **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
6. **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

## Selection Criteria:

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

1. Tertiary qualifications in Information Technology or 8+ years or relevant experience.
2. Demonstrated achievement in developing solutions based on the Atlassian or Office 365 suite of products (or extensive experience using these platforms).
3. Considerable experience in directing the work of others in an Agile environment.
4. Demonstrated ability to develop and deliver effective training and presentations.

## Desirable Criteria:

1. Technical understanding of the capabilities of the Atlassian or Office 365 technologies.

## Special Requirements:

The appointee to this role will need to obtain a Baseline security clearance prior to commencement.

## About CSIRO:

At CSIRO, we solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!