# Position Description

## Technical Services – CSOF5

The following information is for applicants

|  |  |
| --- | --- |
| Advertised Job Title**:** | Technical Lead - Exchange Hybrid |
| Job Reference: | 61206 |
| 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 Leader |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | If after reading the position details above you require more information please contact: **Kosta Karageorgiou** via email: Kosta.karageorgiou@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:

CSIRO's Information and Technology (IM&T) division is embarking on an ambitious portfolio of work designed to support the organisations strategy to 2020. Underpinning the portfolio is a desire for staff to have seamless, secure access to tools, systems and processes that back the delivery of world class science.

As a **Technical Lead,** you will be working on the enterprise scale Office 365 implementation project. This will include the planning, developing, and implementation of Exchange Hybrid. In addition, you will be responsible for leading lifecycle management and service improvement activities across all Messaging services.

In this position, you will be required to work with the project team members as well as geographically and technically distributed teams, across the architecture model to grow and develop capabilities.

**Security Clearance**: This is a security assessed position and the successful applicant will be required to obtain and maintain a security clearance of NV1 (SECRET).

## Duties and Key Result Areas:

* Lead the implementation of technical deliverables of Exchange Hybrid.
* Provide guidance to the Office 365 project regarding technical activities and scheduling.
* Provide guidance on configuration for user experience.
* Provide guidance for functional testing.
* Work collaboratively with developers, system engineers, business analysts, technical leads, external vendors and testers to complete project deliverables and BAU deliverables.
* Assist with the development and implementation of the Governance and Security Model of Office 365.
* Provide specialist advice to operational teams for support and maintenance of relevant Messaging technologies.
* Liaising with technical staff across the support model and/or external service providers to resolve incidents.
* Co-ordinate and produce as-built solution designs and configuration documentation.
* Lead lifecycle management and service improvement activities across all Messaging services.
* Keep up-to-date with emerging IT trends and standards via formal and informal training to ensure an appropriate technical direction for the organisation.
* Identify and document technical training requirements for operational teams to ensure service sustainability and growth are maximized.
* Contribute positively to stimulate and promote a team approach, and develop sound working relationships with system business owners.
* Coaching and mentoring of fellow team members.
* 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.
7. **Security clearance:** currently hold or have the ability to obtain a security clearance of NV1 (SECRET).

## Selection Criteria:

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

1. A minimum of 5 years’ experience in planning, developing, and implementing Exchange Hybrid, Mailman, Cisco Ironports coupled with relevant tertiary experience.
2. Significant experience planning, designing, and implementing the following technologies at an enterprise scale:
   * Exchange Hybrid
   * Mailman
   * Cisco Ironports
   * Office 365 Administration
3. Demonstrated experience utilising automation frameworks for maintaining and administering the above technologies.
4. Demonstrated leadership experience in planning, designing and implementing of enterprise scale infrastructure solutions.
5. Demonstrated ability in providing technical advice to team members, management and clients.
6. Demonstrated ability in coaching and mentoring of junior staff.
7. Excellent communication skills, including an ability to work collaboratively across multi-disciplinary, geographically disperse teams.
8. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation.

## Desirable Criteria:

1. Significant experience planning, designing, and implementing the following Messaging technologies:

* SharePoint Online
* Yammer
* OneDrive
* Teams
* Intune

## Special Requirements:

This is a security assessed position. Applicants must be an Australian citizen, with successful candidate either holding or having the ability to obtain a Baseline, 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 (IM&T)** 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 IM&T and CSIRO’s research areas so that our services are closely aligned with CSIRO’s strategic objectives, and forms the basis for IM&T’s annual Operational Plans.