# Position Description

*ALA Project Officer*

## Technical Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | ALA Project Officer |
| Job Reference: | 61625 |
| 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: | 50% |
| Percentage of Client Focus - External: | 50% |
| Reports to the: | Team Leader |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Peter Brenton email: Peter.Brenton@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:

The position will play a key role in the Atlas of Living Australia (ALA) project, hosted by CSIRO, and will be predominantly customer focused, assisting customers to configure and maximise the use of the Atlas tools. The ALA Project Officer will also be involved in some system design, JSON-based forms development and development of user support materials, as well as documentation and coordinating the development of system enhancements to support user requirements.

The ALA Project Officer will be responsible for the quality of the service delivered to customers, and will work closely with the Data Collection and Community Engagement Manager in regards to the overall systems design and implementation. The Project Officer will also be required to gain the support and trust of key stakeholders and be able to integrate business requirements with technical solutions in order to achieve project objectives.

## Duties and Key Result Areas:

* Support the Data Collection and Community Engagement Manager in the development and delivery of solutions and designs in an Agile environment
* Work with system users to develop system configurations which fulfil their operating requirements
* Perform business analysis functions as required to elicit, articulate and document requirements for necessary system enhancements
* Work collaboratively in a collegiate team environment to ensure that outstanding outcomes are delivered to customers in a timely manner
* Help to promote a team approach and develop sound working relationships with application users, business owners and the development team
* Participate in relevant sprint processes representing the requirements and interests of customers
* Undertake acceptance testing on behalf of customers and/or facilitate customer acceptance testing of developed code as appropriate
* Co-ordinate, produce and maintain systems documentation, technical specifications and architectural documentation as appropriate
* Use appropriate ALA tools and processes to develop, maintain and manage products and artefacts of your work
* Keep management and other team members informed of progress and issues
* Other duties as requested (within the reasonable scope of expertise and capacity) to assure optimum responsiveness and performance of the ALA team.

## 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: Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.**
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: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
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 a related discipline or relevant work experience in a similar field
2. Extensive experience in providing project-based software support services to system end users
3. Demonstrated experience in the development and implementation of system documentation and user support materials
4. Ability to work independently and use initiative to solve problems
5. Demonstrated experience in the design and implementation of web based solutions, with the ability to provide well developed business and technical advice to team members, management and clients
6. Experience with implementing and guiding clients through change management processes
7. A sound understanding of database modelling.

## Desirable Criteria:

1. Experience with Biodiversity data standards including TDWG standards, managing species related information including details such as specimen and occurrence data, taxonomy and identification keys
2. Whilst not a requirement for this role, higher level technical competencies, particularly in mobile technologies, would be considered favourably.

## About CSIRO:

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