# Position Details

## Technical Services- CSOF3

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| The following information is for applicants |
| Advertised Job Title | IT Support Officer |
| Job Reference | 65621 |
| Tenure | Indefinite (Full-time)  |
| Salary Range | AU$63,594 to AU$80,937 pa + up to 15.4% superannuation |
| Location(s) | Geelong, VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | Team Lead |
| Client Focus – Internal | 100% |
| Client Focus – External | 0% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Davor Topalovic via email at: Davor.Topalovic@csiro.au or phone +61 3 9545 2927 |
| How to apply | Apply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

### Role Overview

The Client Services Delivery (CSD) team is part of CSIRO Information Management and Technology (IMT) and is responsible for the delivery of effective and timely IT support within CSIRO. IMT's CSD has staff at most CSIRO sites across Australia, with services delivered through a mixture of physical and remote channels, depending on the location of the site and the type of support required. CSD is the primary point of contact for all IMT services in CSIRO. Its main functions are:

1. On-site Support: Hands-on support for tasks requiring physical assistance to solve a problem or fulfil a request.
2. Service Desk: The first point of call for IMT's clients, responsible for logging and management of all calls, telephone support, call resolution using remote desktop technology, and escalation to second- and third-level support for resolution where necessary.
3. Incident Management: Managing the response to major incidents and collaborating with IMT's technical teams to diagnose and resolve them.

The IT Support Officer will provide an effective and efficient response to incidents and requests spanning a broad physical and technical range and with varying levels of complexity. This role will actively contribute to IMT's service direction, participating in applying adaptive and innovative solutions to complex and/or ambiguous issues across one or more service and/or technical streams. Through demonstrated client focus, the IT Support Officer will gain the support of key stakeholders and contribute to integrating IMT technical solutions with business requirements to achieve CSIRO's strategic and organisational objectives.

### This is a designated security assessed position requiring the successful candidate to hold or have the ability to possess and maintain a Negative Vetting 1 Australian Government security clearance.

### Duties and Key Result Areas:

* Deliver IT support to provide resolution in a timely manner to problems or requests that require On Site attendance. Examples include:
* Deployment of PC desktops, laptops, LCD monitors, printers and other IT related equipment.
* Network Port patching.
* Software fault assistance.
* Deliver remote IT support to provide both response and resolution in a timely manner to incidents or requests.
* Conduct analysis of service contacts, classify contacts into service areas and assign to the relevant support groups via the service management toolset.
* Apply known solutions to customer reported issues.
* Develop and maintain relationships contributing to virtual teams across the CSIRO IMT model to ensure the delivery of best practice service.
* Keep management and other team members informed of progress and issues.
* Identify tasks/issues that cannot be resolved and refer them to senior CSD staff and/or Technical Specialist Teams.
* Develop, maintain and expand individual skills which are of benefit to the services delivered by CSIRO IMT and that contribute to the skill set of the Client Services Delivery Team.
* 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.

## **Required Competencies:**

* **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.
* **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.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **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.
* **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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.

## **Selection Criteria**

#### Essential

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

1. Relevant trade certificate/diploma/bachelor’s degree or equivalent relevant work experience in Information Technology.
2. Previous experience in a customer service environment, supporting a broad range of IT services, including:
* Network services, both local and wide area;
* Videoconferencing/IP telephony services;
* Microsoft Windows-based workstation environments in an Active Directory framework;
* PC hardware and software installation, configuration and troubleshooting.
1. A strong service delivery focus, including excellent oral and written communication skills and effective interactions with clients regardless of their levels of IT skill and experience.
2. A proven track record as a team player showing initiative, self-motivation, and an ability and willingness to perform with minimal supervision and follow defined procedures accurately and consistently.
3. Ability to collaborate with various teams to achieve operational objectives including assisting with project work such as new installations, upgrades, configuration and troubleshooting.

## **Desirable:**

1. Experience in supporting operating environments other than Microsoft Windows, especially Apple Macintosh OS X and Linux/Unix operating systems.
2. Experience in supporting mobile devices such as Apple iPhones / iPads and/or Android-based smartphones and tablets.

Special Requirements

Appointment to this role is subject to the following condition:

* The successful candidate will be required to obtain and maintain a security clearance at the Negative Vetting 1 level.

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