# Position Details

## Technical Services- CSOF6

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| The following information is for applicants |
| Advertised Job Title | Directory Services & Email Team Leader |
| Job Reference | 68782 |
| Tenure | Indefinite |
| Salary Range | AU$113,338 to AU$132,811pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Canberra, ACT or Clayton, VIC |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian Citizens Only
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| Position reports to the | Executive Manager – ITS Platforms |
| Client Focus – Internal | 100% |
| Client Focus – External | 0% |
| Number of Direct Reports | 11 |
| Enquire about this job | Contact Tom Minchin via email at tom.minchin@csiro.au or phone +61 2 6124 1497 |
| 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 role of the Directory Services and Email Team Leader is a position within the Information Management Technology (IMT) IT Services function reporting to the Executive Manager of IT Services Platforms. The Directory Services and Email Manager is responsible for technical leadership and implementation of functional systems and deliverables against our organisational and governmental requirements. The role also incorporates line management of the team, including development, optimisation, and maturity growth of the workforce capability.

The role will require ongoing strategic engagement with the IMT Executive team in formation, review and execution of strategic and operational plans, and an ability to liaise directly with other areas of the CSIRO business as required. You will be experienced in leading a highly skilled team managing the technical implementation of Directory Services and Email in CSIRO. This will be achieved through planning, configuration, testing and interoperability of the technical solutions; combined with managing team members, communicating across stakeholders, unifying strategic direction, and ensuring the outcomes are professionally managed to successfully guide CSIRO staff and systems in a challenging global cyber security environment.

The team is a geographically dispersed team made up of permanent and contractor staff. The team has recently deployed Office 365 E3 and Azure Active Directory as cloud services, but still supports several on-premise services such as Microsoft Exchange, Active Directory Domain Services, IPAM, Active Directory Certificate Services.

### Duties and Key Result Areas:

* Work collaboratively as part of a multi-disciplinary, often regionally dispersed enterprise services team (Directory Services & Email) in support of CSIRO scientific objectives and IMT’s strategic plan.
* Advise IMT senior management team on issues requiring attention and implement management decisions.
* Identify and assess the risk associated with a specific action or project, and develop and implement strategies to reduce those risks.
* Develop and manage team capability and capacity to grow and evolve the services the team provides in response to changing organisational needs.
* Develop and manage the team’s forward schedule of work considering business-as-usual activities, maintenance cycles and prioritised business projects and work in conjunction with other team leaders to develop an integrated schedule.
* Undertake financial management of the team’s budget.
* Understand the 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 client’s needs.
* Manage a large enterprise service, leading staff (possibly representing a range of disciplines), manage resources, direct and coordinate the completion of complex technical projects and undertake the development, implementation or standardisation of procedures and techniques.
* Within broad guidelines develop strategic and operational plans for the service, having significant independence of actions.
* Take responsibility for effective team performance including the development of team members.
* 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 procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **Required Competencies:**

* **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.
* **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.
* **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.
* **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.
* **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.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

## **Selection Criteria**

#### Essential

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

* Degree in an IT related field or equivalent experience e.g. Eligibility for membership of the Australian Computer Society
* Previous experience managing ICT systems, assets and budgets, including service reporting
* Previous leadership experience in a similar ICT service delivery customer-focused environment (specifically the services relating to the Directory Services & Email portfolio)
* Demonstrated experience building successful relationships in a complex delivery/client environment, including team direct reports, multiple stakeholders, suppliers and peer delivery groups

## **Desirable:**

* Previous experience in embedding cyber security culture and practices into ICT service delivery teams

## **Special Requirement:**

* To be eligible for this position, you must be willing and able to obtain an Australia Commonwealth Government Negative Vetting 1 security clearance
* Open Australian Driver’s Licence

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