# Position Details

## Technical Services

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| The following information is for applicants |
| Advertised Job Title | ICT Team Leader |
| Job Reference | 64547 |
| Tenure | IndefiniteFull-time |
| Salary Range | AU$112,680.00 to AU$125,715.00 p.a. + up to 15.4% superannuation(Eligible for Tracking Station Allowance) |
| Location(s) | Canberra Deep Space Communication Complex (CDSCC) Tidbinbilla ACT |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian Citizens Only |
| Position reports to the | Maintenance & Facilities Manager |
| Client Focus – Internal | 50% |
| Client Focus – External | 50%  |
| Number of Direct Reports | 7-8 |
| Enquire about this job | Paul Richter via email at Paul.Richter@csiro.au or phone +61 2 6201 7863 |
| 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 ICT Team Leader is to lead the Information and Communication Technology (ICT)Team to provide support in a diverse range of IT services; hardware, intranet and network infrastructure, IT security and all ground telecommunications for the Canberra Deep Space Communication Complex as part of the international National Aeronautic Space Administration (NASA) Deep Space Network (DSN). The support consists of network administration, including system design and maintenance of IT and networking systems, help desk, policy development and intranet. ICT implements and maintains the Flight Data Network which is developed by the customer (JPL) with input from the ICT group. The ICT Team also ensures the reliability of site public address, internal and external voice communication, radio system and structured cabling. ICT implements site IT security in cooperation with the Site Cybersecurity Officer and assists in the maintenance of the physical security system.

### Duties and Key Result Areas:

* Develop ICT strategy and system architecture for the CDSCC Administrative network that comply with JPL, NASA and CSIRO requirements.
* Within broad guidelines develop strategic and operational plans for the service, having significant independence of action.
* Liaise with internal and external customers, including local, CSIRO, JPL and DSN personnel. Work co-operatively with these same organisations to develop coordinated strategies for the DSN and find solutions to problems or deficiencies.
* Lead and manage a large facility, 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.
* Ensure compliance with ICT legal requirements, software licenses and Export Administration Regulations (EAR) with respect to policy development and site ICT practices.
* Ensure that CSIRO meets the ICT contractual agreement with NASA, while being mindful of the diplomatic limitations when cooperating with multinational intergovernmental agencies.
* Develop, justify and control the ICT budget for CDSCC to be submitted to JPL including the six-year long term budget planning documents.
* Financial and asset management responsibilities, including financial delegations.
* Lead and manage the ICT Team including position roles and responsibilities, effective team performance, training and development and issue/conflict resolution.
* Provide out of hours emergency support via telephone analysis where possible and attend onsite for diagnostics and repairs where necessary.
* Coordinate and advise in the development and management of system documentation, drawings and schematics to reflect as-installed configurations.
* Ensure resolution of System Problem Log (SPL) tickets before the expiry deadline.
* Gain support of influential clients for the goals of the facility, which may involve securing requisite funding.
* Get to know 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 and market changes.
* 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.
* Work collaboratively as part of a multi-disciplinary, often geographically dispersed team, and business unit to carry out tasks in support of customer and CSIRO objectives.
* 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.*

1. Degree in an IT related field or equivalent experience e.g. Eligibility for membership of the Australian Computer Society
2. Open Australian Driver’s Licence
3. Previous experience managing ICT systems, assets and budgets, including service reporting
4. Previous leadership experience in a similar ICT service delivery customer-focused environment
5. Demonstrated ability to read, analyse and interpret professional journals, technical publications and reports and procedure manuals
6. Demonstrated experience building successful relationships in a complex delivery/client environment, including multiple stakeholders, suppliers and peer delivery groups

## **Desirable:**

1. Working knowledge of;
	* Electronic repair and design
	* Databases such as MSSQL, Oracle or MySQL
	* Basic Linux skills
	* VOIP telephony

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* Preferred candidates will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
* The successful candidate will be required to obtain and maintain approval in accordance with U.S. government Export Administration Regulations (EAR)
* The successful candidate will be required to undertake a pre-employment medical examination prior to commencement.
* Due to the nature of the site this role has child safety obligations. Accordingly, the successful candidate will be required to obtain or provide evidence that they hold a working with children and other vulnerable peoples check prior to confirmation of appointment.
* The successful candidate must be eligible to obtain a Australian Commonwealth Government NV1 security clearance.

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