



Australian Government
Australian Centre for
International Agricultural Research



**Job
information
pack**

APS6 Senior ICT Operations Officer Vacancy

(Make a difference in the world. Work at ACIAR)

Position Number:	0089
Classification:	APS Level 6
Salary:	\$97,054 - \$107,283 plus 15.4% superannuation
Branch:	Corporate
Location:	Canberra, ACT
Employment Type:	Ongoing

Support us to grow food efficiently, improve human nutrition, empower women and girls, reduce poverty, and manage natural resources sustainably.

The Australian Centre for International Agricultural Research (ACIAR) is a statutory agency within the Australian Government's Foreign Affairs and Trade Portfolio. It operates under the *Australian Centre for International Agricultural Research Act 1982*.

ACIAR invests in collaborative research and knowledge-sharing partnerships to improve the livelihoods and resilience of smallholder farming, fishing and forestry communities in Africa, South Asia and the Indo-Pacific. We work with governments and institutions to grow food more efficiently, increase food system resilience, improve human nutrition, empower women and girls, reduce poverty, and manage natural resources sustainably. Our partnerships prioritise economic, social and environmental benefits for partner countries, and contribute to the development of our international and Australian partner institutions' research, policy and leadership capabilities. Further information on our current projects, programs and priorities can be found at <https://www.aciar.gov.au/>.

While ACIAR is supportive of flexible working arrangements, this position requires face-to-face contact at our headquarters in Canberra.

About this exciting opportunity

ACIAR is a small agency with a domestic and international focus. It comprises three branches: Research, Partnerships and Corporate. The Corporate branch provides operational management and comprises five sections: Finance, Human Resources, Information and Communication Technology, Procurement, and Business Engagement and Assurance.

A career in ACIAR's Corporate branch offers a unique opportunity to contribute to meaningful international development in a collaborative and supportive environment. If you're passionate about making a difference, want to be part of a branch that drives positive change, interested in pushing technical and policy boundaries, and value working within a talented and respected team, we encourage you to apply.

The Business Systems Unit section is responsible for the management and delivery of an effective information, communications, knowledge and technology environment for ACIAR. This includes the security and support of cloud and on-premise systems, records management, desktop hardware, software, communications, and stakeholder relationship management.

Reporting to the ICT Operations Manager, this position is responsible for developing, implementing, maintaining and monitoring ACIAR's ICT systems. The role will provide professional technical knowledge

across a range of activities including implementation, testing, support and maintenance of the following technologies:

- Server and desktop environments
- Cyber Security systems and services
- Mobile Device Management
- Hybrid Directory Services
- Microsoft 365 Services
- Microsoft SharePoint Server
- Finance systems and services
- Virtual server environments
- Backups systems

DUTIES INCLUDE

Under the general direction of the ICT Operations Manager, the Senior ICT Operations Officer will be required to:

1. Manage complex ICT support issues, providing first and second level ICT support to staff by offering specialist assistance in applying problem resolutions and applying a risk management approach.
2. Research and identify opportunities to continually improve internal operating systems to align with the key strategic priorities of ACIAR.
3. Design, deploy and administer 365 services solutions to meet business, security and information management requirements.
4. Lead the development and management of Windows Standard Operating Environments.
5. Manage incidents and service requests in the ICT Service Management Tool and escalate where required.
6. Create and Implement Cyber Security controls, and review existing controls across the operating environment
7. Manage and maintain Mobile devices ensuring they continually provide required services to staff, investigating alternate solutions where necessary.
8. Develop, implement and maintain support materials such as Standard Operating Procedures and knowledge base articles and provide ICT Training to staff as required.
9. Act as an escalation point for more complex ICT incidents and problems, including liaising with other IT support areas and service providers to resolve issues.
10. Lead and manage procurement activities in relation to ICT software, hardware and services to support end users.
11. Lead and manage small projects as required, including management of project personal and/or contractors.

Eligibility

- **Australian Citizenship** - our successful candidate must be an Australian citizen
- **Security clearance** - our successful candidate will be required to obtain and maintain a Negative Vetting 1 security clearance
- **Mandatory Qualifications/ Experience** – A Degree or equivalent experience in government or corporate information technology environments

Contact

After reading this “Information Pack” should you require additional information you are encouraged to contact **Jarrold Hardie**, ICT Operations Manager, Jarrod.Hardie@aciara.gov.au or 02 6217 0513

What you’ll need to excel in this challenging role (*selection criteria*)

Our successful Senior ICT Operation Officer will possess:

1. Demonstrated experience in leading the administration of enterprise ICT systems within an Australian Government context and the ability to understand the requirements of the agency to apply appropriate systems.
2. Demonstrated thorough understanding of Australian Government cyber security policies, standards and practices and how they can be implemented in a small government agency.
3. Demonstrated experience in using SCCM (or similar tools) to develop, package, test and deploy ICT systems and patches across a range of ICT systems using.
4. Demonstrated understanding of ITIL principles.
5. Excellent knowledge of and practical experiencing in writing and deploying PowerShell scripts within a Windows environment.
6. Demonstrated experience in management and administering Windows group policy.
7. Excellent written and oral communication skills, with the ability to actively listen to and respond to stakeholder expectations whilst working collaboratively in a team environment.
8. Demonstrated analytical and problems solving skills to continue to improve work practices and being flexible to changing requirements.
9. Ability to develop and maintain positive working relationships with internal and external stakeholders, engaging and collaborating to achieve outcomes and facilitate corporation.

What we need from you

Tell us in 800 words or less why you are the right person, what you can offer, and how your skills, knowledge, experience, and qualifications are relevant to the role. Please note there are two options for uploading your pitch; you can input your pitch into the covering letter textbox or upload as an attachment (PDF preferred).

Try not to duplicate information that can already be found in your resume but do highlight any specific examples or achievements that will demonstrate your ability to perform the role. Please attach a concise resume (PDF preferred) which clearly outlines your work experience, educational qualifications, and relevant skills.

Please also provide two referees who can attest and validate your credentials and suitability for the role.

NB: All ACIAR employees demonstrate a commitment to the APS Code of Conduct and Values, as well as to workplace diversity and occupational health and safety. It is also expected that ACIAR employees will have appropriate cross-cultural sensitivities