



Australian Government
Australian Centre for
International Agricultural Research



**Job
information
pack**



Senior ICT Operations Officer

Make a difference in the world. Work at ACIAR

Position Number:	0089
Classification:	APS Level 6
Salary:	\$100,354 - \$111,701 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.

This role sits within the Information and Communication Technology (ICT) Section in the Business Systems Unit (BSU). The BSU is a small, high-performing team responsible for delivering and supporting ACIAR's technology environment.

The team manages a broad range of ICT services and platforms, including cloud and enterprise systems, cyber security, digital workplace technologies, records management systems, communications services and end-user support. Working in a small team environment, you will have the opportunity to contribute across a diverse range of technologies and projects that support ACIAR's operations in Australia and overseas.

Reporting to the ICT Operations Manager, this position is responsible for developing, implementing, maintaining and monitoring ACIAR's ICT systems and services. The role requires the application of specialist technical expertise across a range of activities, including the implementation, testing, support and maintenance of server and desktop environments, cyber security systems and services, mobile device management solutions, identity and access management services, and cloud-based platforms and services.

DUTIES INCLUDE

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

1. Manage complex ICT support, incidents and service requests, providing specialist technical assistance to staff and acting as an escalation point for challenging issues.
2. Design, implement, administer and maintain ICT infrastructure and services, including Microsoft 365, Windows operating environments, cloud platforms, identity services and end-user technologies.
3. Develop, implement and continuously improve cyber security controls, operational processes and risk management practices to protect ACIAR's systems, information and services.
4. Manage mobile device services and other end-user technologies, ensuring reliable service delivery and identifying opportunities for improvement and innovation.
5. Research, recommend and implement enhancements to ICT systems, services and business processes that support ACIAR's strategic and operational objectives.
6. Lead ICT projects and procurement activities, including vendor management, technical documentation, user training and the coordination of contractors and project resources as required.

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 prior to being offered the role.

Contact

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

Capability Requirements

To be successful, you will possess:

1. Strong communication and stakeholder engagement skills, with the ability to build productive relationships, provide professional advice, and work collaboratively to achieve business outcomes.
2. Well-developed analytical and problem-solving skills, with the ability to manage complex issues, identify practical solutions, and contribute to continuous improvement initiatives.
3. Demonstrated experience administering and supporting enterprise ICT environments, with the ability to apply technical expertise to meet business and operational requirements.
4. Demonstrated knowledge of Australian Government ICT and cyber security policies, frameworks and standards, and the ability to apply these in a contemporary operating environment.
5. Demonstrated ability to manage competing priorities, work independently, and deliver high-quality outcomes in a dynamic and customer-focused environment.
6. Demonstrated understanding of ICT service management principles, including incident, problem and change management, with a commitment to delivering quality customer service.

Highly Desirable

1. Experience administering Microsoft 365 services, including Entra ID (Azure AD), Exchange Online, Teams and SharePoint.
2. Experience with endpoint management platforms such as Microsoft Intune, Microsoft Configuration Manager (SCCM), or similar technologies.
3. Demonstrated experience developing, testing and deploying PowerShell scripts in a Windows environment.
4. Experience managing endpoint security, device compliance and policy management using enterprise management and security platforms.
5. Experience leading ICT projects, procurements or vendor relationships.
6. Relevant tertiary qualifications and/or industry certifications in information technology, cyber security or related disciplines.

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 qualification 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 to your application which clearly outlines your work experience, educational qualifications, and relevant skills. In the application form you will need to provide the details of 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 workplace health and safety. It is also expected that ACIAR employees will have appropriate cross-cultural sensitivities.