



Australian Government

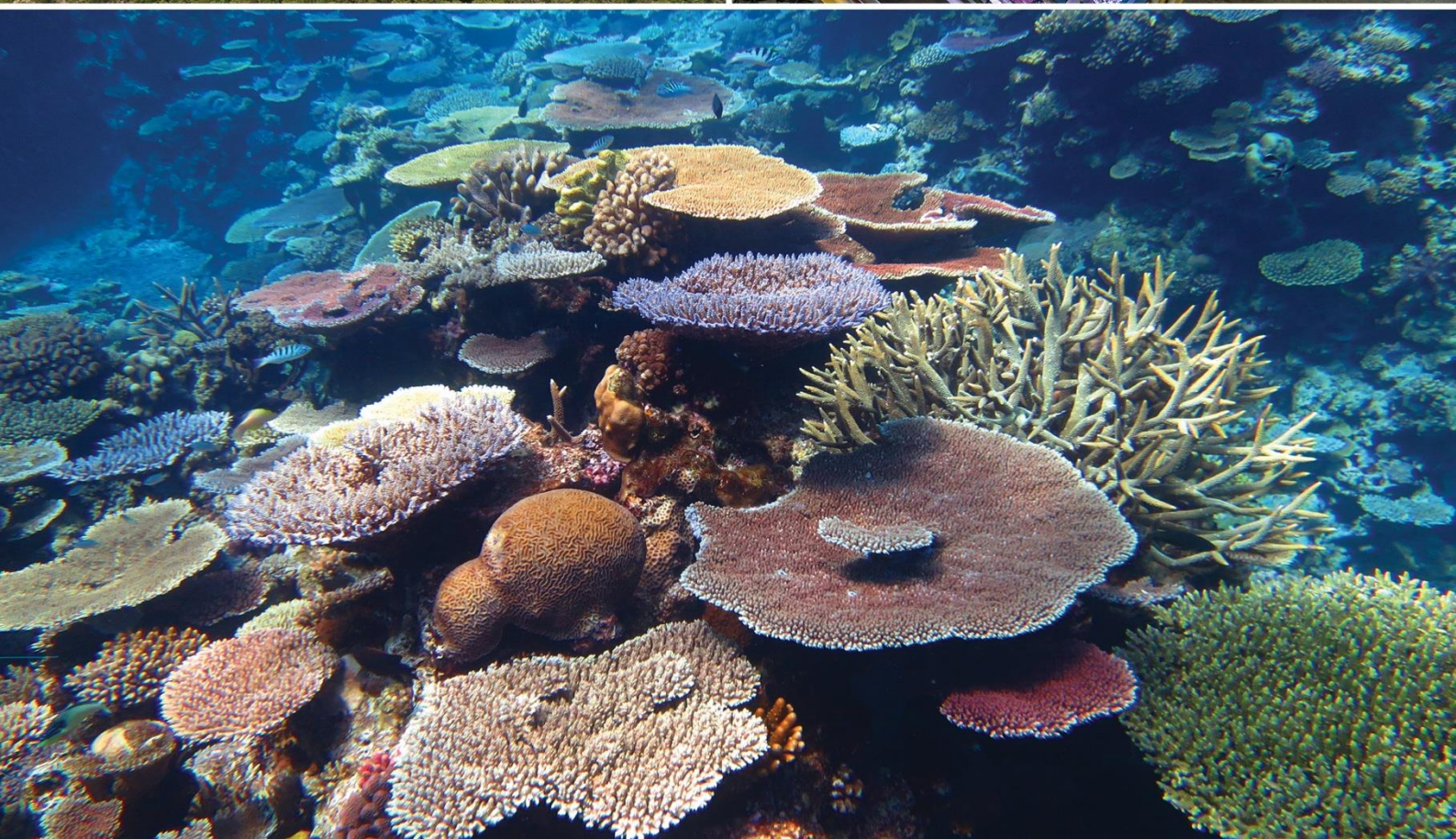


AUSTRALIAN INSTITUTE
OF MARINE SCIENCE

HELPDESK OPERATOR

Information and Communication
Technology

CANDIDATE INFORMATION PACK



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The Australian Institute of Marine Science acknowledges the Traditional Owners of the land and sea on which we work. We recognise the unique relationships and enduring cultural and spiritual connection that Aboriginal and Torres Strait Islander people have to land and sea, and pay our respects to Elders past, present and future.

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About AIMS

The Australian Institute of Marine Science is a corporate Commonwealth entity established under the Australian Institute of Marine Science Act 1972 (AIMS Act). As Australia's tropical marine research agency, it is our mission to provide the research and knowledge of Australia's tropical marine estate required to support growth in its sustainable use, effective environmental management, and protection of its unique ecosystems.

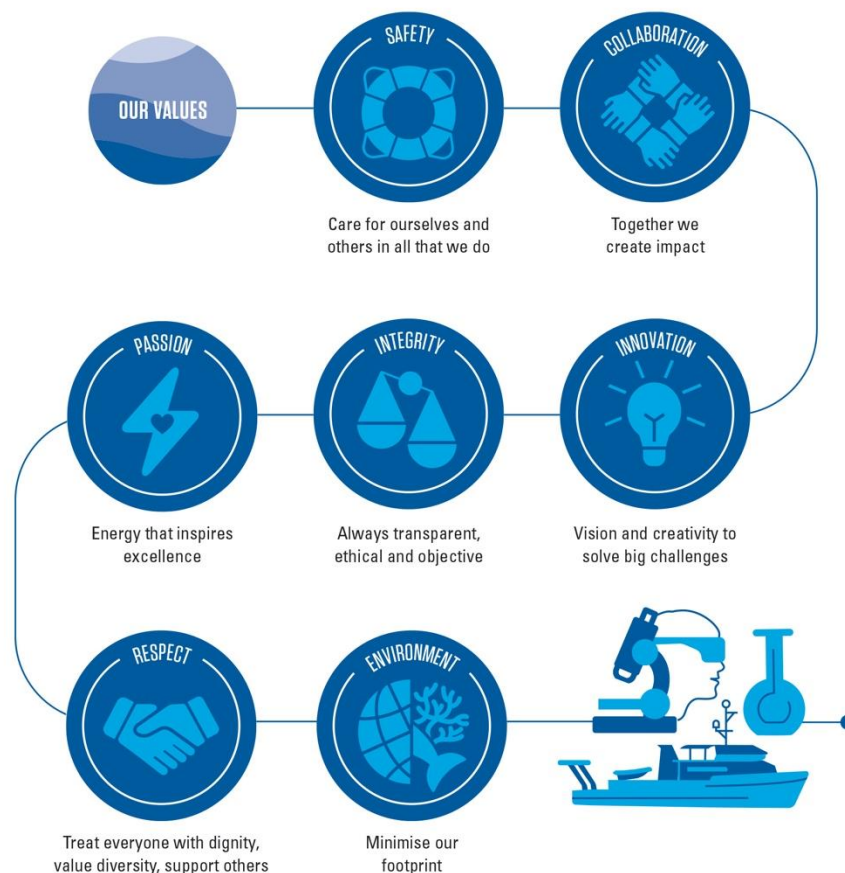
To accomplish our mission, AIMS delivers independent science to help realise three key long-term impacts for the nation:

- Improve the health and resilience of marine and coastal ecosystems across northern Australia.
- Create economic, social, and environmental net benefits for marine industries and coastal communities.
- Protect coral reefs and other tropical marine environments from the effects of climate change.

Our research is focused on the priorities of our stakeholders, including Commonwealth, state and territory governments, industry, and Traditional Owners. Our research continues to:

- Underpin Australia's environmental management of the Great Barrier Reef (GBR) to ensure that this World Heritage Area remains healthy and resilient.
- Support the sustainable development of coastal industries and ports across northern Australia.
- Provide the environmental baselines and condition and risk assessments required for current and future resource and industrial developments in Northern Australia.

THE WAY WE WORK



Our Information and Communication Technology Team

AIMS Programs

Australia's marine territory is the third largest on Earth.

By 2025, marine industries will contribute some \$100 billion a year to the economy, with oceans and coasts providing a further \$25 billion worth of often unrecognised ecosystem services such as carbon dioxide absorption, nutrient cycling and coastal protection.

The [National Marine Science Plan 2015–2025](#) identifies major challenges related to sustainable ocean use into the future. These include maintaining national security, safety, energy and food supplies, protecting biodiversity and ecosystem health, ensuring sustainable coastal development, adapting to climate variability and change, and prioritising resource allocation.

AIMS provides research and knowledge to help meet these challenges, so that governments and industry can make informed decisions about marine management. To this end we collaborate, consult, provide and exchange data and knowledge with Australian and international researchers, stakeholders, Traditional Owners and the wider community.

Through constant innovation, we are finding ways to capture, manage, analyse and share vast amounts of information to better understand how natural and human pressures affect coastal and ocean ecosystems. Our cross-disciplinary teams and cutting-edge infrastructure support wide-ranging experimental programs, integrated observing systems and long-term monitoring, and systems for environmental risk assessment and decision-making support.

The primary focus of our research is to support a resilient Great Barrier Reef, sustainable coastal ecosystems and industries across northern Australia and environmentally sustainable offshore oil and gas development on Australia's North-West Shelf.

AIMS Corporate Services

Successful achievement of our research goals is reliant on the provision of exceptional enabling support services. There are several enabling services offered at AIMS that provide operational and administrative functions. Throughout AIMS, our Corporate Services team deliver the complete range of HR, Finance, ICT, Project Management, Legal and Business development enabling products, services and professional advice.

AIMS Information and Communication Technology Team

The Information Communication and Technology (ICT) Services team provides computing and telephony resources, systems, and infrastructure to enable our science experts to build Australia's national marine science capability so that together we can meet the challenges facing our marine estate. Our capability and capacity for ongoing internal and external stakeholder connectivity over our geographical footprint is fundamental to our ability to securely communicate including the sharing of scientific data and information.

The Information and Technology Team specialise in:

- I.T. Helpdesk as a first point of call for assistance.
- Assist with computing and telephone resources.
- Online security, collaboration, and network assistance.
- Computing infrastructure including storage disk space.
- Complete backups of IT network systems.
- Responsible for all IT security and disaster recovery plans.

About this Opportunity

As the **Helpdesk Operator** you will provide ICT systems support to staff across AIMS' geographical footprint as a first call respondent for Help desk requests, including diagnosing and problem-solving enquiries across various hardware and software platforms. You will be responsible for managing the Helpdesk database, including the setup and induction of new users to AIMS' IT systems. You will also provide general systems administration support to our ICT Technicians including monitoring and responding to security threats.

About You

You will have excellent demonstrated experience and proven success in problem-solving within a dynamic IT Helpdesk environment providing client support with well-developed communication skills. This will be supported by a Certificate IV in Information Technology or a related field, or equivalent experience, and the ability to demonstrate experience in:

- Supporting Windows based workstations including a high level of experience with Windows 10;
- Knowledge and demonstrated expertise in supporting the Microsoft Office suite of products (Office 2016/365);
- Service Desk software in the provision of incident, service request, knowledge management and reporting; and
- PC configuration including installation and setup of Windows Operating Systems and Office applications.

The successful candidate will be rewarded with:

- AIMS AOF Level 2 Salary (\$50,256 to \$61,552 per annum)
- 15.4% superannuation
- Generous leave provisions
- Full-time, 3-year opportunity
- Located in Perth, Western Australia

Non-Australian Citizens must hold an appropriate Australian Visa with working entitlements that allows paid employment with AIMS for the term of the appointment.



How to Apply

Your application for this opportunity should include a current curriculum vitae, cover letter, and a document addressing the selection criteria listed below:

Essential Selection Criteria

- Certificate IV in Information Technology or related field, or equivalent experience.
- Demonstrated expertise in supporting Windows based workstations including a high level of experience with Windows 10 with a preference for CompTIA A+ or equivalent qualifications.
- Extensive knowledge and demonstrated expertise in supporting the Microsoft Office suite of products (Office 2016/365).
- Demonstrated experience with Service Desk software in provision of incident, service request and knowledge management and reporting.
- Well-developed communication (oral and written) and interpersonal skills including demonstrated technology transfer, training, and client interaction skills.
- Demonstrated expertise in problem solving within a changing and evolving Helpdesk environment.
- Well-developed time management skills with the ability to prioritise and deal with multiple competing demands.

Desirable Selection Criteria

- Experience with management and monitoring tools in an enterprise environment including Active Directory, Azure AD and Office 365 Tenant administration.
- Demonstrated knowledge of H.323, SIP or relevant videoconference hardware and/or software.
- Demonstrated solid understanding of the ITIL 4 framework, and core concepts.
- Previous experience administering VOIP based telephony systems.
- Working knowledge of enterprise level security processes and endpoint solutions to meet required governance standards.

Shortlisted applicants may be asked to complete a personal outlook analysis questionnaire using the Birkman Method.

How to Apply: Please submit your application via our e-recruitment system on our [website](#).

Further information on the application process for this position is available via our [Recruitment Application Guide](#).

Position enquiries can be directed to James Smith at j.smith@aims.gov.au.

Applications close: 11.59pm AWST, Sunday 31 January 2021.

Position Description

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| Position Title: | Helpdesk Operator |
| Team Membership: | Information and Communication Technology |
| Primary Location: | Perth, Western Australia |
| Direct Supervisor: | Manager ICT Services |
| Position Classification: | AIMS AOF Level 2 |
| Functional Area: | Communication and Information |
| Position Summary: | Manage AIMS ICT Services Help Desk function which includes providing front line level 1 support for Workstations, office applications, telephones & voicemail; maintenance of knowledgebase solutions and user account management. |
| Position Responsibilities: | <p>Respond to Help Desk calls/emails, assess, categorise, prioritise and log requests into the central helpdesk management system (10%).</p> <p>Undertake first call respondent to all ICT Help Desk requests and diagnose problems by dealing directly with clients to assess the nature and scope of the problem (15%).</p> <p>Deal with calls effecting Windows workstation systems (typically relating to Operating Systems, Desktop Applications, E-mail and Printer/File shares), management of warranty service calls and escalating higher level calls to level 2 and 3 ICT support technicians. (30%).</p> <p>Manage and maintain the Helpdesk database, informing clients of request progress in liaison with level 2 & 3 technicians. Produce reports on requests against business KPIs, review and identify solutions to maximize prompt resolution, including the maintenance of the Helpdesk self-service knowledge base (10%).</p> <p>Setup and induct new Users, including visitors, into the AIMS IT systems. User account management including the creation of new accounts, password resets, adds moves and changes to desk phones and voicemail (10%).</p> <p>Provide purchasing assistance for new computer systems for AIMS staff to suit individual and operational requirements. Maintain on-line documentation (HTML) for the systems and services offered by the IT Section (5%).</p> <p>Under guidance from level 2 and 3 ICT technicians assist with (10%):</p> |

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| | <ul style="list-style-type: none"> Administration of the Institutes centralised endpoint protection system. Support the monitoring, identification and response to potential security threats; Perform routine administration tasks of Corporate Business Systems such as File and Print shares, E-Mail and Office 365; and Provisioning of new workstations in the WA office. <p>Pro-active education of users in applications, policy compliance, and security awareness. Identifying potential problems and efficiencies within work areas and in feeding back comments and suggestions from Users; (5%)</p> <p>Comply with AIMS' workplace safety policies and procedures to ensure a safe workplace.</p> <p>Comply with AIMS' Intellectual Property policies and procedures to ensure AIMS intellectual assets are captured, managed and protected.</p> <p>Comply with AIMS' Code of Conduct ensuring the standards of conduct required of an AIMS staff member are upheld.</p> <p>Adhere to, uphold, and demonstrate the AIMS values.</p> |
| Key Responsibilities and Performance Standards | |
| Science Outputs: | N/A |
| Occupational Health & Safety: | <p>Identify workplace hazards and with your supervisor's guidance take corrective action.</p> <p>Immediately report any work-related accident, injury or near accident to your direct supervisor.</p> |
| Intellectual Assets: | Ensure compliance with AIMS Intellectual Property policy, procedures and guidelines. |
| Teamwork/supervisory: | <p>Direct Reports: 0</p> <p>To work as a member of a multi-disciplinary team that values diversity while ensuring achievement of AIMS' goals and objectives.</p> |
| Delegations: | <p>Financial: \$500</p> <p>Performance Management: Complete Annual Performance and Development (PnD) processes.</p> <p>Recruitment: N/A</p> <p>Leave: N/A</p> |

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| External Customer, Partner, Collaborator and Stakeholder Requirements: | Liaise with vendor support personnel to ensure effective and timely resolution of warranty claims. |
| Internal Organisational relationships: | AIMS Staff & Visitors: Provide guidance and assistance to staff and visitors and develop positive work relationships with other science and support staff. |
| Financial responsibilities and accountabilities: | <p>Contribute positional budget requirements.</p> <p>Manage AIMS funds in a responsible manner and within delegation.</p> <p>Comply with AIMS Fraud Prevention Plan ensuring the standards of conduct and ethical behaviour required of an AIMS staff member are upheld and that suspected fraudulent activity is prevented and/or reported.</p> |
| Innovation, problem solving and continuous improvement responsibilities: | Assist in the improvement of the day-to-day operations, systems and processes in ICT Services to enable AIMS to achieve its goals efficiently and effectively. |
| Planning responsibilities: | <p>Plan work activities to ensure achievement of timelines.</p> <p>Contribute positional requirements to operational planning.</p> |
| Communication responsibilities: | <p>To facilitate the transfer of ICT information to AIMS staff in a clear and understandable manner.</p> <p>Interact with other team members to facilitate achievement of group goals.</p> |
| Skills and Knowledge | |
| Essential Skills and Knowledge: | <p>Demonstrated expertise in supporting Windows based workstations including a high level of experience with Windows 10 with a preference for CompTIA A+ or equivalent qualifications.</p> <p>Extensive knowledge and demonstrated expertise in supporting the Microsoft Office suite of products (Office 2016/365).</p> <p>Demonstrated expertise in problem solving within a changing and evolving Helpdesk environment.</p> <p>Well-developed communication (oral and written) and interpersonal skills including demonstrated technology transfer, training and client interaction skills.</p> <p>Well-developed time management skills with the ability to prioritise and deal with multiple competing demands.</p> |

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| Desirable Skills and Knowledge: | <p>Exposure to an enterprise level computing environment (Windows 2012/2016 and Linux/Unix servers, LAN/WAN networks, Oracle RDBMS, Intranet based systems) with an understanding of enterprise level computer operations procedures.</p> <p>Demonstrated solid understanding of the ITIL 4 framework, and core concepts.</p> <p>Demonstrated knowledge of H.323, SIP or relevant videoconference hardware and/or software.</p> <p>Working knowledge of enterprise level security processes and endpoint security systems.</p> |
| Qualifications and Experience | |
| Essential Qualifications and Experience: | <p>Certificate IV in Information Technology or related field, or equivalent experience.</p> <p>Previous experience and proven success in dealing with clients in a support role.</p> <p>Demonstrated experience with Service Desk software in provision of incident, service request, knowledge management and reporting.</p> <p>Experience in PC configuration including installation and setup of Windows Operating Systems and Office applications.</p> <p>Development and provision of ICT training and information resources.</p> |
| Desirable Qualifications and Experience: | <p>Experience with management and monitoring tools in an enterprise environment including Active Directory, Azure AD and Office 365 Tenant administration.</p> <p>Administration and installation of firewall and antivirus endpoint security solutions.</p> <p>Experience with installation and administration of hardware and software-based videoconference solutions.</p> <p>Demonstrated experience administering VOIP based telephony systems.</p> |
| Technology and Equipment | |
| Technology & Equipment Used: | <p>Hardware: Windows Intel/AMD based Workstations & Servers, Multi-function devices/Printers, Network Switches, Polycom Group 500 Series VC.</p> <p>Software: Windows 10/2012/2016, Office 365. Cylance Protect Endpoint Security, Cisco Call Manager VOIP Telephony System, Zoom VC.</p> |

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| Special Requirements | |
| Other Special Requirements: | Drivers licence or the willingness to obtain. |

About the Location

Perth

Perth is a vibrant city and an exciting hub located on the west coast of Australia. Perth sits along the Swan River and is surrounded by unique landscapes, from Australian bushland in the west to rolling coastline 12 km east of the city.

Perth is a fast-developing region, with a population of over 2 million people. Perth's diverse economic base is supported by key industries including Professional, Scientific and Technical Services (the largest industry employer), Government and Administration, Resources, and Health.

Perth offers an array of opportunities for residents including exploration of diverse outdoor spaces, world-class national and international cultural and sporting events, architectural and historical attractions, and access to high-quality health, entertainment, medical, educational and sporting facilities. Perth is also recognised as the sunniest capital city in Australia.

More information: www.perth.wa.gov.au

