



Australian Government

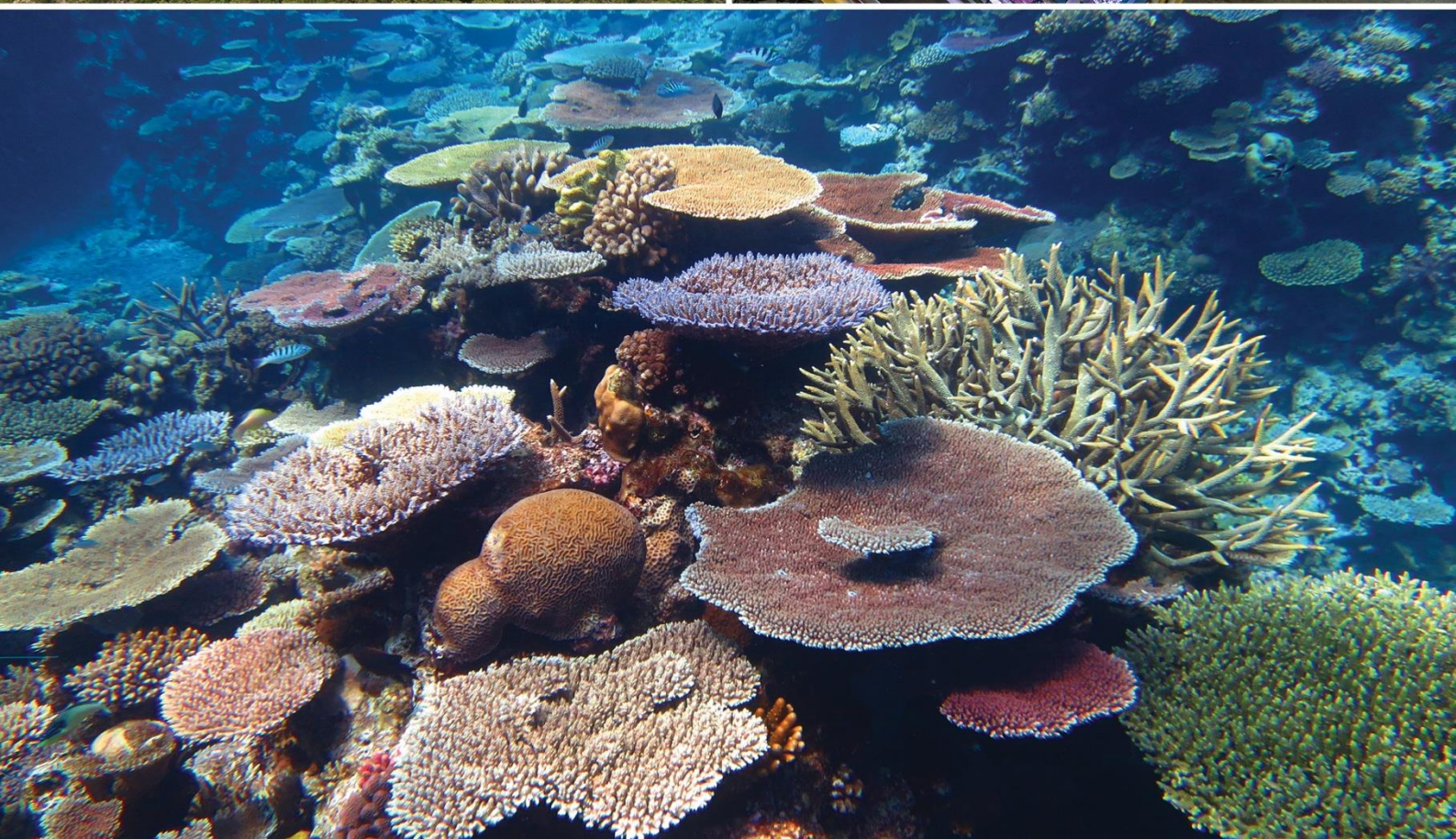


AUSTRALIAN INSTITUTE
OF MARINE SCIENCE

HELPDESK OPERATOR

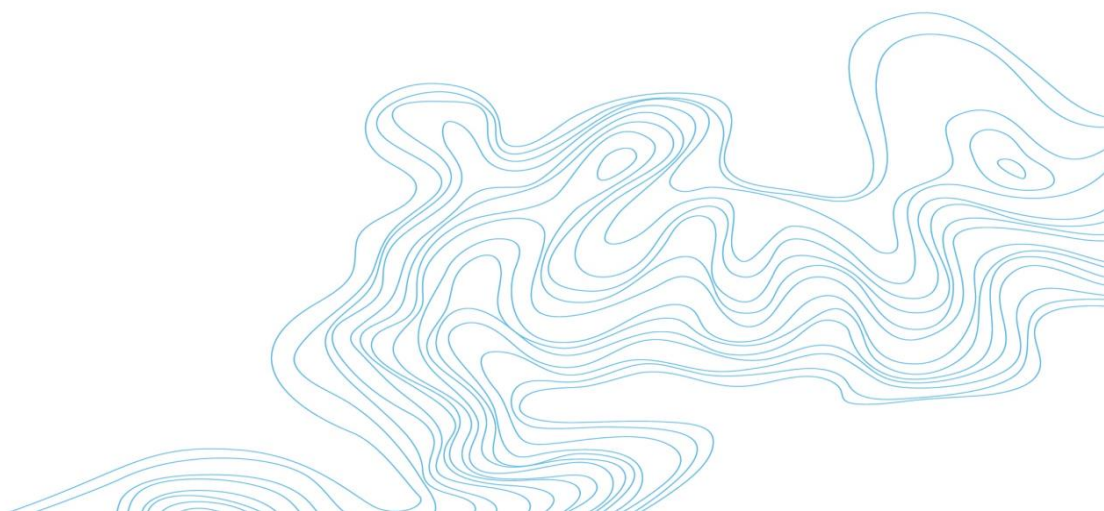
INFORMATION & COMMUNICATION
TECHNOLOGY (ICT)

CANDIDATE INFORMATION PACK



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AIMS was awarded Athena Swan Bronze status in 2020 by the Science in Australia Gender Equity (SAGE) program. This award recognises AIMS' commitment to improving gender equity, diversity and inclusion in STEMM disciplines.

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.

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:

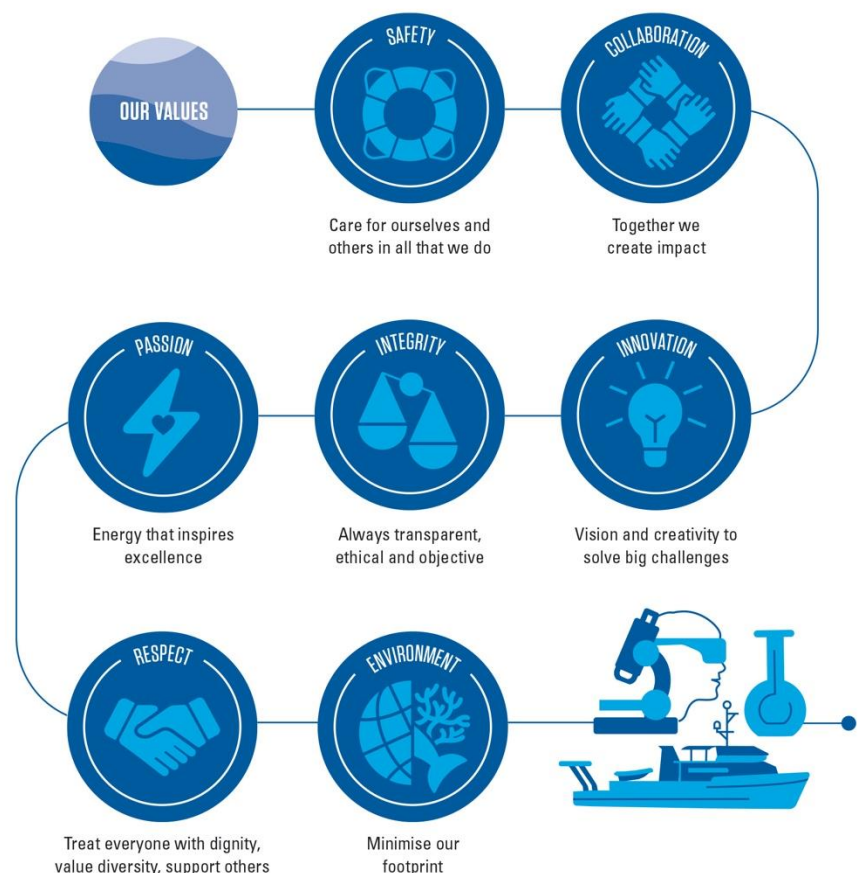
- Improve the health and resilience of marine and coastal ecosystems across northern Australia.
- Create economic, social and environmental net benefits for marine industries and coastal communities.
- Protect coral reefs and other tropical marine environments from the effects of climate change.

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.

At AIMS, [the way we work](#) guides our team members' on their collective journey towards the successful delivery of our [AIMS Strategy 2025](#) targets.

THE WAY WE WORK



ABOUT CORPORATE SERVICES'

INFORMATION & COMMUNICATION TECHNOLOGY TEAM

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 OUR HELPDESK OPERATOR POSITION

About this Opportunity

As the **Helpdesk Operator** you will provide ICT systems support to staff at both local and remote locations across AIMS' geographical footprint as a first call respondent for Help desk requests. You will solving key technical challenges for our users, 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. And you will also provide general systems administration support to our ICT Technicians including monitoring and responding to security threats.

This is a great opportunity to join a small high energy and collaborative team, ideal for someone who enjoys helping people, problem solving and has a passion for technology.

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
- PC configuration including installation and setup of Windows Operating Systems and Office applications.

NB: Non-Australian Citizens must hold an appropriate Visa with working entitlements that allows paid employment with AIMS for the term of the appointment, depending on the [Department of Home Affairs](#) current policies.

If, after reviewing the position description (refer pages 8 - 11), you believe that your qualifications, experience and professional capabilities will enable you to successfully deliver the position responsibilities, we would be very interested in hearing from you.

Apply now and join a world leading organisation with attractive working conditions which are detailed in our [Enterprise Agreement](#). The successful candidate for this exciting opportunity will be rewarded with:

- AIMS AOF Level 2 salary (\$53,332 to \$65,319 per annum) plus 15.4% superannuation
- 9-day fortnight
- Flexible Work Arrangements considered (including tele-working where possible)
- Optional Fitness passport
- Generous leave provisions
- Full-time, Permanent Opportunity
- Located in Perth (WA). Relocation Assistance available.

HOW TO APPLY

Your application submission for our Helpdesk Operator opportunity should include the following documentation:

- Current Resume (including the contact details detail for two current referees);
- Document addressing the Key Selection Criteria (refer to page 7) within the scope of the position description (refer to page 8-11); and
- A short cover letter.

NB: Our preference is that you include a list of your qualifications, publications, certificates and/or licences in your resume. Do not attach these documents to your application as these will not be provided to the selection panel.

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 [website](https://aims.gov.au) (aims.gov.au).

Further information on the application process and tips for addressing Selection Criteria is available in our [Recruitment Application Guide](#).

Closing Date: WEDNESDAY, 20 JULY 2022 (midnight, AEST).

Recruitment Contact: Position enquiries can be directed to Darren Wilson at d.wilson@aims.gov.au

NB: Applicant survey: All applicants will be invited to complete a voluntary survey after the vacancy closing date. Your responses to this survey do not form part of your application for this position. Further information about the purpose of this survey will be provided to you in the invitation.



KEY SELECTION CRITERIA

Your application submission should address the following Selection Criteria. Please address each Selection Criteria in a separate paragraph (maximum 250 words per criteria) and in a single document. The selection criteria and your CV are the documents against which we assess your suitability for the position.

Your responses to the following Key Selection Criteria must evidence your suitability for this exciting opportunity within the scope of the position description (pages 8-11).

Essential

- 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

- 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.



POSITION DESCRIPTION:

HELPDESK OPERATOR

Team Membership:	Helpdesk Operator
Program:	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> <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' 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>

POSITION DESCRIPTION - CONTINUED

Key Responsibilities and Performance Standards															
Occupational Health & Safety:	<p>In line with AIMS' Health and Safety Policy policies and procedures, successfully participate in Manual Task (Functional) Assessments and Fit for Work medical assessments as required.</p> <p>Minimum functional requirements:</p> <table border="1"> <tr> <td>Maximum lift expected (5kg, 10kg, 25 kg)</td><td>10kg</td></tr> <tr> <td>% role walking</td><td>5%</td></tr> <tr> <td>% role sitting</td><td>95%</td></tr> <tr> <td>% role standing</td><td>0%</td></tr> <tr> <td>% role diving</td><td>0%</td></tr> <tr> <td>Off-shore, remote location diving for extended periods of time.</td><td>No</td></tr> <tr> <td>Required to work in confined spaces (including marine vessels)</td><td>No</td></tr> </table> <p>It is a requirement of this role that you are and remain fully vaccinated against COVID-19. Please note the sighting of proof of vaccination will be required as a pre commencement requirement.</p> <p>Identify workplace hazards and take corrective action with your supervisor's guidance.</p> <p>Ensure visitors and staff for which you are responsible have completed the necessary OH&S inductions.</p>	Maximum lift expected (5kg, 10kg, 25 kg)	10kg	% role walking	5%	% role sitting	95%	% role standing	0%	% role diving	0%	Off-shore, remote location diving for extended periods of time.	No	Required to work in confined spaces (including marine vessels)	No
Maximum lift expected (5kg, 10kg, 25 kg)	10kg														
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% role sitting	95%														
% role standing	0%														
% role diving	0%														
Off-shore, remote location diving for extended periods of time.	No														
Required to work in confined spaces (including marine vessels)	No														
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:	In line with Financial and Contract Delegation Policy, which includes authorisation levels for Financial, Enterprise Agreement (supervisory), HS&E and General Administrative activities.														
External Customer, Partner, Collaborator and Stakeholder Requirements:	Liaise with vendor support personnel to ensure effective and timely resolution of warranty claims.														
Internal Organisational relationships:	<p>First Level Supervisor: Manager ICT Services (21043)Next Level Supervisor: Chief Finance Officer and Corporate ServicesManager (21181)AIMS Staff & Visitors: Provide guidance and assistance to staff andvisitors and develop positive work relationships with other science and support staff.</p>														
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:	Performance Management:														

POSITION DESCRIPTION - CONTINUED

	<ul style="list-style-type: none"> Plan work activities to ensure the achievement of timelines. Ensure timely and accurate completion of required tasks. Actively participate in own personal performance planning and evaluation. Successfully participate in the AIMS annual Performance and Development program. Contribute positional requirements to operational planning. Recruitment: Identify needs and recommend to supervisor.
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>
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>

POSITION DESCRIPTION - CONTINUED

	<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>
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

