seek

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Systems Support Officer

Geoscience Australia   ★ 3.8 · 16 reviews

⚲ Symonston, Canberra ACT

▤ Help Desk & IT Support (Information & Communication Technology)

◷ Full time

Posted 1h ago

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Geoscience Australia acknowledges the Traditional Custodians of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islanders Cultures: and to elders past and present.

About us

Geoscience Australia is Australia's pre-eminent public sector geoscience organisation. We are the nation's trusted advisor on the geology and geography of Australia. We apply science and technology to describe and understand the Earth for the benefit of Australia. We apply our diverse professional expertise, our deep and trusted knowledge, our national-scale Earth observation infrastructure and our strong partnerships, to the opportunities and challenges that face our nation.

Our culture

Our strength lies in our people, including our diversity in backgrounds, skills and experiences, and the way we work together to respond to the emerging needs of our work. We value diversity in gender, backgrounds, culture, and experiences of our employees and are committed to providing an inclusive workplace culture that ensures everyone has equal opportunity to contribute, participate and progress. Applications from people who reflect this diversity are encouraged.

Our workplace is committed to the health, safety and wellbeing of our employees and offer a variety of flexible working arrangements to enhance flexibility, including remote working arrangements.

What we can offer you

When you work at Geoscience Australia you will have access to a range of benefits and the opportunity to experience a workplace culture that truly values and promotes diversity, inclusion, equity and belonging. To learn more about our competitive salary, free onsite parking, generous flexible working arrangements and the role you can play in growing our culture click here.

Our team

The Community Safety Branch (CSB) in Geoscience Australia develops and delivers independent, authoritative and accessible information and advice on natural hazards and their impacts. By improving the understanding of natural hazards and community exposure, we support stakeholders in Australia and the region in their risk mitigation and community resilience policy and action.

The Systems Support Office is a member of a small ICT team providing specialist software and systems support for Community Safety Branch's operational systems. These systems include the National Earthquake Alerts Centre (NEAC), the Nuclear Explosion Monitoring service, the monitoring of the Earth's magnetic field, and the operation of real time sensor networks that provide data to these systems. Most of these activities operate round the clock, and in the case of the NEAC have staff on duty 24/7.

The role

As System Support Engineer, you will be a technical point of contact for ICT systems supporting the NEAC and other systems supported by the team. After training, you will be expected to be able to analyse issues, provide immediate solutions or workarounds, and assist in restoring operations.

You will be expected to contribute to the operation, maintenance, continuous improvement, change management, and documentation of the systems and services that make up the operational environments that the team supports.

You will also be part of a paid restriction duty/afterhours support roster to provide 24/7 ICT support for these operations

At the APS5 Level:

Work under limited guidance:

- to provide technical expertise to specified operational areas
- liaise with internal and external stakeholders on operational issues

- respond to stakeholder needs and expectations.
- understand when to escalate issues to team lead or other experts
- undertake change control and system testing processes to ensure the availability and reliability of supported systems

At the APS6 level:

Working with independence, subject to limited direction:

- to provide technical expertise and knowledge in specialist area across a range of operational areas including anticipating problems and contributing to issues management.
- manage relationships with internal and external stakeholders to achieve work area and agency goals
- anticipate and respond to stakeholder needs and expectations.
- manage the resolution of escalated issues and implementation of solutions
- champion effective change control and system testing processes to ensure the availability and reliability of supported systems

Required skills, knowledge, experience and/or qualifications

- Ability and willingness to participate in paid restriction duty/afterhours support roster to provide 24/7 ICT support for operations

Interest in, and willingness to learn about ICT systems and services. Including:

- Windows operating systems and the operation of desktop and laptop computers
- Linux operating systems and the operation of physical and/or virtual servers
- Cloud computing infrastructure and operations
- Education and/or or industry experience in Computer Science, ICT Support or related fields would be desirable

Are you unsure about applying?

Did you know that a Hewlett Packard internal report found that men apply for jobs when they meet an average of 60 per cent of the job requirements? Women and other people from diverse backgrounds tend to only apply when they check every box. If you think you have what it takes, but don't necessarily meet every single point on what we are looking for, please still apply or get in touch with the contact officer to learn more about the role.

To Apply

Please visit the careers page of our website to submit your application via our e-Recruit system. Your application should include:

- Your resume (no more than 3 pages)
- A brief statement (no more than 700 words) outlining your transferable skills, experience and capabilities related to the role and the value you would bring to Geoscience Australia.

If you have any questions regarding the role, please contact Sachin Shirodkar on **(02) 6249 9034** or email **Sachin.Shirodkar@ga.gov.au**

To learn more about applying for roles within the Australian Public Services please review, 'Applying for an APS job: cracking the code'.

Eligibility

To be eligible to apply for this position you must meet the below eligibility criteria.

- Be an Australian Citizen at the closing date of application.
- The successful applicant must be able to obtain, hold and maintain a security clearance of an appropriate level relevant to this role.
- Commencement of employment is subject to the successful applicant undergoing and satisfying pre-employment screening, which includes a police history check.

Recruitability

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the position. For more information, please visit the Australian Public Service Commission website.

Hearing or speech impaired applicants are invited to use the National Relay Service by contacting **133 677** and requesting to be connected with our Recruitment team on **02 6249 9777** in order to obtain selection documentation.

Technical Assistance

If you require technical assistance, call Human Resources on **(02) 6249 9777** or email **hr@ga.gov.au**.

A merit list/pool may be created from this process. If you are successful for the merit pool, your details may be shared with other Australian Public Service agencies unless you choose not to have your details disclosed.

Be careful

Don't provide your bank or credit card details when applying for jobs.

Learn how to protect yourself

Courses that get you job-ready

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