



Australian Government

**Department of Climate Change, Energy,
the Environment and Water**
Australian Antarctic Division

Expeditioner Band 1.5 (APS 4) – Information Technology Officer

Classification	Expeditioner Band 1.5 (APS 4) - \$79,801 pa
Total Remuneration	\$145,142 pa (when in Antarctica/sub-Antarctic, inclusive of Antarctic Allowances)
Division	Australian Antarctic Division
Branch	Enabling Services
Section	ICT Station Support
Location	Based in Kingston, Tasmania. Antarctic and sub-Antarctic
Employment Status	Non-Ongoing (temporary)
Hours	Full Time
Security Clearance	Baseline Vetting

Commitment to Inclusion

AAD values diversity, in backgrounds and experience. We acknowledge the challenges associated with the work that we do and are committed to developing an inclusive culture for all people. We welcome everyone to apply, especially those individuals who are underrepresented in the industry: women and gender diverse people, LGBTQIA+ folks, culturally and linguistically diverse people and Aboriginal and/or Torres Strait Islander peoples.

Overview

As an Information Technology Officer (ITO) you will provide information and communications technology (ICT) support services on station. You may assist with the installation of ICT infrastructure and you may provide support to the Senior Communications Technical Officer (SCTO).

ITOs are employed during the summer season at Casey and Davis stations. Ship-based ICT support roles may also be selected from suitable ITO applicants.

The Job

As an ITO you will be required to undertake some or all of the following:

- Provide friendly, courteous and efficient support to the stations assisting station staff with their day-to-day ICT needs.
- Record and fulfill all works as incidents and requests in the AAD's Service Desk system.
- Regularly support ICT tasks and projects from Head Office Kingston.
- Provide support to science programs, including Geoscience Australia, Australian Radiation Protection and Nuclear Safety Agency and other projects/agencies as required.
- Provide Level 1 (Service Desk) and Level 2 (Desktop) support for hardware and software including account administration in an Active Directory domain, Microsoft Exchange end-user support, SOE software support (Microsoft Office, web browsers), non-SOE software support, and hardware (desktop and laptop computers, peripherals, smart phones, tablets etc.).

- Liaise with the ICT section for support in carrying out your duties, including but not limited to, Service Desk, Networking and Telephony, ICT Security, LAN Administration, and Applications support.
- Assist and/or provide backup for the SCTO as required.
- Provide regular feedback and reports to ICT Kingston.
- Assist the SCTO with maintenance of telecommunications equipment, systems and facilities at a station.
- Monitor the efficient and effective operation of the ICT systems, infrastructure and equipment at a station in conjunction with Head Office ICT staff.
- Demonstrate sensitivity for privacy and security requirements at all times.
- The AAD is committed to providing a safe place of work, safe systems of work and a culture in which care for one another's safety and wellbeing is central to the way we do things. Having stated this, you are going to an extreme workplace. The consequences of you failing to understand your responsibilities can be catastrophic. It is therefore incumbent on all expeditioners to understand and implement the AADs Work Health Safety Commitment Statement and the AAD Safety Behaviours Framework.

As a proactive and positive member of the community you will:

- Maintain a personal and practical commitment to AAD policies and standard operating procedures (including work, health and safety and environmental policies). Training and guidance in regard to all responsibilities relevant to your position will be provided.
- Be rostered to perform duties to support the community life of the expedition, such as general kitchen duties, garbage clearance, general cleaning duties, and assisting other expedition members with official programs, to ensure an equitable contribution.
- Work in areas outside of your primary role, for example, providing assistance to other areas or science projects, or participating in general labouring tasks such as clearing snow or handling cargo.

What we are looking for

Essential

You can only be selected for this role if you have these essential skills and licences:

Qualifications/licences (provide copies in your application):

- A current, unrestricted "C" class (manual) Australian driver's licence.
- Valid passport when travelling to the Antarctic or sub-antarctic. The expiry date of the passport (and any relevant visa) must be at least 6 months beyond the planned end date of your intended stay in the Antarctic or sub-antarctic
- A current statement of attainment in the following units of first aid, or the ability to attain prior to commencement:
 - Provide First Aid (HLTAID0011) must be valid for at least 18 months beyond the date of AAD commencement.
 - Provide CPR (HLTAID009) must be valid for at least 6 months beyond the date of AAD commencement

Skills and experience (within the last 5 years):

- Three or more years working on an IT Service Desk, directly providing on-site and phone support
- Experience with the following end user hardware and software:

- Desktop and laptop computers
- Computer Operating Systems
- Microsoft Office
- Antivirus, Anti-Malware, etc.
- Peripherals
- Smartphones and Tablets
- Databases
- Experience with installing and maintaining enterprise ICT equipment, including:
 - Servers and enterprise storage
 - Network equipment
 - VoIP/unified communications equipment
- Proven experience using IT Service Management software
- A demonstrated client-focused approach, particularly in identifying and documenting clients' requirements, maintaining ownership of issues and ensuring appropriate communication with the client. You will be experienced with conveying technical information to a diverse client base with varying levels of technical understanding.
- Ability to support a variety of computer and mobile operating systems, hardware and software. The Antarctic Division SOE is Windows but expeditioners may bring along any type of computer hardware and software.
- Ability to investigate, research and collaborate with team members to resolve complex ICT issues.

Desirable

These are not essential to the role, however, to be suitable you will need to have at least some of these. We encourage you to apply even if you do not fit 100% of the requirements.

Qualifications/licences (provide copies in your application):

- Open Cabling Licence or have successfully completed Open Cabling Registration training.
- A relevant degree in computing/ICT or comparable qualification
- Licenses or certifications eg ITIL, CCNA, Microsoft, HDI

Skills and experience (within the last 5 years):

- Maintenance and repair of electronic equipment.

Personal Qualities - The Australian Antarctic Division assesses the personal qualities required to successfully live and work in an isolated Antarctic or sub Antarctic community. Successful candidates need to demonstrate the personal qualities criteria detailed [here](#). This will be assessed during the selection process.

Eligibility and other requirements

Citizenship – A security clearance is required for this role and applications will only be considered from Australian citizens.

Security Clearance - This position requires a Baseline Vetting security clearance. You will be required to obtain and maintain a clearance at this level.

Pre-employment Check - Your suitability for employment will be assessed through a pre-employment screening process. This process includes a requirement to undergo and satisfy a National Police Check, referee checks, character clearance and a pre-employment medical and

psychological adaptability assessment, specified mandatory qualification(s) validation and a probation period.

If required, this may include comprehensive drug screening for compliance to undertake Safety Sensitive Aviation Activities (SSAA).

Requirement to be vaccinated under public health orders

It may be a condition of your employment that:

1. if you are required to be vaccinated against COVID-19 under an applicable Australian law; or
2. if the department is unable under an applicable Australian law to permit you to attend for work (ie outside of your usual place of residence) unless you are vaccinated against COVID-19,

You must be up to date with your COVID-19 vaccinations, and you must also comply with all recommendations from public health authorities regarding any additional vaccinations that ensure the effectiveness of the COVID-19 vaccine that you have received.

How to Apply

The [Application Process](#) and the [Life as an Expeditioner](#) pages contain critical information about living and working in Antarctica, and must be read in conjunction with this job description prior to applying.

Apply for this role by submitting your application through our [Jobs in Antarctica](#) website. If you have any questions regarding this role, email the contact officer.

Your email is our primary method of contacting you; please make sure that the email and phone number you provide us is correct, current and accessible. **We recommend applicants to not use their work email on their application for accessibility.**

Work Health and Safety Obligations

All workers (APS1-Secretary) have a duty to take reasonable care for their own health and safety whilst at work, to ensure their acts or omissions do not adversely affect the health and safety of other persons and to comply with any reasonable instruction given to comply with the Work Health and Safety legislation.

All supervisors and managers (APS5-EL1) play a significant role by modelling safe work behaviours and clearly setting the standard for acceptable behaviour in the workplace. Supervisors and managers play a critical role in supporting 'Officers' to exercise due diligence and in consulting with duty holders.

An Officer (EL2-Secretary) makes and participates in making decisions that affect the whole or a substantial part of the department. Employees at the SES Band 2 and above classification are considered to be Officers under the Work Health and Safety Act 2011 (Cth) with all EL 2 and above required to complete officer due diligence training. Officers have a duty to be proactive and continuously ensure that the department complies with relevant duties and obligations.

Contact

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