

Expeditioner Band 1.5 (APS 4) – Information Technology Officer (ITO)

Classification	Expeditioner Band 1.5 (APS 4) - \$86,147 pa
Total Remuneration	\$156,684 pa (When in Antarctica/sub-Antarctic, inclusive of Antarctic Allowances)
Division	Australian Antarctic Division
Branch	Enabling Services
Section	ICT Station Support
Location	Kingston, Tasmania and Antarctic/sub-Antarctic deployment
Employment Status	Non-Ongoing (temporary)
Hours	Full-time (37.5 hours per week)
Security Clearance	Required (Baseline Vetting)

WHO WE ARE – Australian Antarctic Division (AAD)

The AAD is part of the Commonwealth Department of Climate Change, Energy, the Environment and Water (DCCEEW). As primary agency for Australia's Antarctic Program (AAP), the AAD is responsible for achieving the Australian Government's Antarctic goals to:

- maintain the Antarctic Treaty System and enhance Australia's influence within it
- protect the Antarctic environment
- understand the role of Antarctica in the global climate system
- undertake scientific work of practical, economic and national significance.

THE JOB

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

ITOs are under supervision of the Telecommunications Officer (TO). You will work as a team with the other communications staff to manage workload and tasks in support of operational and technical priorities.

ITOs are employed during the summer season at Casey and Davis stations.

You should apply for this role if you have the appropriate knowledge, skills and experience and an interest in the challenge of living and working in a small community in a remote environment. Applicants will be assessed and if successful placed in a role for training and deployment, or a merit pool that will be used for future seasons.

Key duties will include, but are not limited to:

- 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 DCCEEW 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 (local) and Level 2 (Service Desk) 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 TO as required
- Provide regular feedback and reports to ICT Kingston
- Assist the TO 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

WHAT WE ARE LOOKING FOR - ESSENTIAL

Required Identification/Qualification/Licence/Ticket	When you need to provide evidence	
	Provide copy with application	obtained prior to job commencement
Driver's license – Current, unrestricted “C” class (manual) Australian driver's license	✓	
Citizenship - In accordance with the PS Act 1999, APS employees are required to be Australian citizens. Persons who are not Australian citizens will generally only be considered where there are no suitable Australian applicants, with next considerations being Australian residents with work rights and New Zealand citizens.	✓	
Valid Passport - 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		✓
Provide First Aid (HLTAID011) must be valid for at least 18 months beyond the date of AAD commencement.		✓
Provide basic emergency life support (HLTAID010) 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		✓
Security Clearance This position requires a Baseline Vetting security clearance. You will be required to obtain and maintain a clearance at this level		✓

Knowledge 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 11 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.

WHAT WE ARE LOOKING FOR – 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

Knowledge and experience: (within the last 5 years)

- Maintenance and repair of electronic equipment.

ELIGIBILITY AND OTHER REQUIREMENTS

Personal Qualities:

During the recruitment selection process, the AAD assesses individual personal qualities required to successfully live and work in an isolated Antarctic/sub-Antarctic community. Successful candidates need to demonstrate the personal qualities detailed [here](#).

Pre-employment check:

Your suitability for employment will be assessed through pre-employment screening including National Police Check, referee checks, pre-employment medical assessment, specified mandatory qualification(s) validation and completion of required probation period.

Work Health and Safety Obligations:

All employees have a duty to take reasonable care of their own health and safety while at work, to ensure their acts or omissions do not adversely affect the health and safety of other persons in line with any reasonable instruction given to comply with the Work Health and Safety legislation.

RecruitAbility:

Under the [APS \(Australian Public Service\) RecruitAbility scheme](#) you will be invited to participate in further assessment for the vacancy if you choose to apply under the scheme; declare you have a disability; AND meet the minimum requirements for the position.

HOW TO APPLY

Information about how to apply can be found [here](#), including further information about AAD jobs.