



OVERVIEW OF THE ROLE

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 Station Communications Technical Officer (COMMTECH) with the networking infrastructure.

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.

WHAT YOU WILL DO ON 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 fulfil 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-use support, SOE software support (Microsoft Office, antivirus, 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 COMMTECH as required.
- Provide regular feedback and reports to ICT Kingston.
- Assist the COMMTECH with maintenance of highly complex 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.

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.
- 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.
- 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.

The [General Information for Applicants](#) document contains critical information about living and working in Antarctica, and must be read in conjunction with this job description prior to applying.



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Information Technology Officer - Technical Criteria

These technical criteria are used to assess your application for Information Technology Officer.

1. Essential

To apply for this role you must have the skills and licences listed below:

1. **Qualifications/licences** (provide copies in your application):
 - A current, unrestricted "C" class (manual) Australian driver's licence.
2. **Skills and experience** (within the last 5 years):
 - Three or more years in the last five years working on an IT Service Desk directly providing end-user support services.
 - Proven experience using IT Service Management software to log incidents, requests, and to record the progression of the ticket.
 - In depth technical knowledge and understanding of end-user hardware, peripherals, PC operating systems and a range of popular application software as used across the AAD.
 - 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 broad level of clients with varying levels of technical understanding.
 - Ability to support a variety of computer and mobile operating systems, hardware and software. The AAD supports Windows PCs but expeditioners may bring along any type of computer hardware and software.
 - Ability to investigate, research and collaborate with ICT team members to resolve complex ICT issues.
 - Installation and maintenance of IT infrastructure and equipment, including servers, routers, switches, VoIP equipment, computers and peripherals, and wireless network equipment, including associated copper and optic-fibre structured cabling.

2. Desirable

These are not essential to the role. To be suitable you do not need any of these, but they may make you more competitive against other applicants.

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

Skills and experience (within the last 5 years):

- Maintenance and repair of electronic equipment.



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Personal Qualities Criteria

The Australian Antarctic Division assesses individual personal qualities in terms of the attributes required to successfully live and work in an isolated Antarctic or subantarctic community. Successful candidates will meet the personal qualities criteria detailed below. Personal qualities are assessed at a later stage in the assessment process.

1. Demonstrate a strong work ethic

Evidenced by a proven history of efficient, effective, responsive and productive work performance.

Applicants for supervisory positions will be expected to demonstrate supervisory capabilities, including a good knowledge of workplace diversity, workplace relations, work, health and safety and environmental management practices and principles.

2. Demonstrate that they can make a positive contribution to community and team

Evidenced by:

- demonstrating the capacity to cope with physical and emotional isolation and the resilience to overcome hardship;
- demonstrating the capacity to work productively, contribute to the success of small isolated work groups and the overall community including recognising the effect their behaviour has on others;
- demonstrating a capacity to address and resolve issues of conflict;
- demonstrating the capacity to exercise sound judgement;
- demonstrating flexibility, tolerance and acceptance of changing circumstances;
- demonstrating qualities of robustness, motivation and confidence whilst displaying sensitivity, situational awareness and support and respect to fellow workers;
- demonstrating good social skills and taking pride in their appearance and maintaining socially accepted standards of hygiene;
- responsible use of alcohol; and
- not exhibiting behaviour that could endanger others' safety or be seen as being abusive, threatening or offensive to others.

3. Demonstrate that they can respond to authority and are compliant with the law, legislative requirements and AAD policies and procedures

Evidenced by:

- a history of complying with authority and supporting lawful instructions;
- demonstrating a commitment to and compliance with appropriate environmental management policies and practices;
- demonstrating a knowledge and history of compliance with work health and safety practices and principles; and
- recognition of harassment and discrimination issues and demonstrated compliance with associated legislative requirements.

4. Demonstrate a commitment to AAP specific requirements

Evidenced by:

- demonstrating commitment to supporting the Australian Antarctic Science Program;
- demonstrating willingness to participate in "common duties" and activities in support of the community generally; and

- demonstrating commitment to fully participate in all required training and associated activities.

Other Criteria

If you progress through the technical criteria and personal qualities stage of the process, the next stage will require you to undergo medical, psychological and character screening. Meeting and maintaining suitability in relation to these requirements is mandatory.

Medical

The AAD's Polar Medicine Unit will determine your medical fitness for duty in Antarctica or the subantarctic following tests conducted on our behalf by a nominated medical practitioner. If required, this may include comprehensive drug screening for compliance to undertake Safety Sensitive Aviation Activities (SSAA).

Candidates considered for a role at Macquarie Island may be required to complete a fitness assessment.

Psychological

You may be required to undertake an adaptability assessment.

Character

You will be subject to a police records check.

Security

Successful applicants will be required to undertake a Baseline security clearance.

Training

You must undertake all training requirements as outlined by the AAD.

You will be required to attain the following qualifications/licences prior to commencement with the AAD:

1. A current statement of attainment in the following units of first aid:
 - Provide First Aid (HLTAID003) valid for at least 12 months beyond the date of commencement; and
 - Provide CPR (HLTAID001).



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