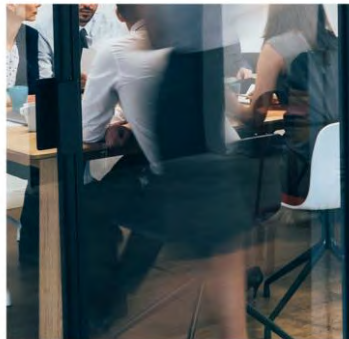




Australian Government

IP Australia



Welcome to IP Australia.

We are committed to delivering world leading IP services that are modern, effective and efficient, ensuring all Australians benefit from great ideas. Through innovative solutions we pursue productivity and quality improvements that underpin our customer focused agency.

We are proud of our flexible, diverse and inclusive culture.

Our commitment to flexible work is leading to increased collaboration and productivity among our staff in activity based working environments. We continue to implement best practice workforce planning to ensure we attract the best and brightest minds, providing challenging opportunities to develop leadership and management skills.

Our people remain our greatest asset. We provide an environment that allows success in achieving personal and professional goals.

We invest in talent and capability development to build our workforce of the future. By encouraging diversity of thought and a culture of curiosity we inspire leadership and accountability at all levels.

We want to ensure we attract the best talent, develop and challenge them, developing our people and reinforcing IP Australia's position as leaders of IP rights administration in the region.

I hope you will consider IP Australia as an employer.

Michael Schwager
Director-General
IP Australia



Position Profile

Position Title:	Platform Engineer – Windows Desktop
Classification:	APS6
Position Number:	8066
Tenure:	Non-ongoing
Duration:	6 months with a possibility of extension
Section:	Enabling Technology
Group:	Innovation and Technology
Division:	Policy and Corporate
Location:	ACT
Immediate Supervisor:	Executive Level 1
Security Classification:	BASELINE

Group Responsibilities

IP Australia has embarked on a transformation journey to create a world-leading IP system that builds prosperity for Australia and ensuring Australians benefit from great ideas.

As an enabler to the Agency, The Innovation and Technology Group (ITG) is responsible for supporting the IT Strategy 2022 and establishing the key technology platforms and supporting capabilities to increase business alignment, uplift delivery maturity and position IT for scalability.

ITG will achieve this by embracing contemporary and innovative technologies to deliver smart solutions and new approaches that cement IP Australia as a powerhouse in the Intellectual Property ecosystem.

ITG's vision is to create a world-leading IP system building prosperity for Australia, ensuring Australians benefit from great ideas.

Section Responsibilities

The Enabling Technology Section provides services including UNIX/LINUX administration, Windows Server and Desktop management, Database administration, Network and Storage administration, Cloud Infrastructure Administration, and Telephony and Datacentre management. Infrastructure Services is in the process of implementing Agile practices to streamline our projects.

Job Description / Context of the Role

The Windows Engineer is a role in the IP Australia Windows Team. The successful candidate will be expected to help develop the team by sharing knowledge, improving processes and procedures, and helping develop strategic plans for the services they manage. They will work closely with other technical teams both inside and outside the section and liaise with project teams and project managers across the organisation. They will have particularly close relations to the SUP Project team, Infrastructure Team and Enabling Technology Platform Owner in managing the remediation of software from the IPA Desktop and Server environment for compliance with ASD Essential Eight.

Job Specific Duties

As a Windows Engineer in Enabling Technology, you will perform the duties necessary for the role. Some of the duties include:

- Provide technical support and consultative advice to the SUP project in relation to the remediation (removal and or upgrade) of software from the IP Australia's Desktop environment.
- Investigate, analyse, troubleshoot, and resolve issues with IP Australia's Desktop environment.
- Maintains an understanding of their/worker responsibilities under the Work Health & Safety Act 2011 (WHS Act) and a commitment to promoting a healthy and safe workplace.
- Maintaining processes, procedures, and documentation, as necessary.

Job Specific Capabilities

To succeed in this role, you will need to be an experienced IT professional with recent experience in the areas as listed below.

The following criteria are mandatory

- Win10 administration experience in an enterprise environment
- Experience with the SCCM interface
- Experience in scripting with PowerShell
- Strong problem solving and diagnosing skills

The following criteria are desirable

- A good understanding of Essential Eight and the ASD ISM
- Experience with SCCM to deploy and remove Software
- Experience with Applications packaging
- Experience with Office 365 and One Drive
- Administration experience for Exchange Online, teams or SharePoint
- Experiencing administering Microsoft's windows Defender and Intune to manage Win10

Contact Officer

For further information pertaining to this job please contact Ben Reay on (02) 6283 2076

Working at IP Australia

IP Australia recognises the importance of employees balancing their work and personal lives by offering staff access to an ongoing series of health and wellbeing programs, flexible work-life policies and a range of professional development programs. IP Australia is a breastfeeding friendly workplace and has an onsite childcare facility with priority enrolment for IP Australia employees.

The IP Australia office in Canberra provides high quality accommodation and facilities. These include: an on-site café, conference, meeting and training rooms; limited on-site parking for cars and motor cycles available on a rotational basis; the provision of undercover bicycle racks; excellent shower/change facilities for staff choosing to walk or ride to work; and the advantage of all staff being co-located in the one building.



**Live
Work
Achieve**

IP AUSTRALIA - TOGETHER WE CAN.

- **FLEXIBILITY**
Maintain a balanced lifestyle.
- **PRIDE IN THE WORK WE DO**
Contribute to high quality outcomes every day.
- **A SENSE OF BELONGING**
Enjoy a sense of belonging and purpose, rich with diversity.
- **PROFESSIONALISM**
Use your expertise in a rewarding and fulfilling environment.
- **INTERNATIONAL REPUTATION**
Work with world leaders in intellectual property.
- **THE AUSTRALIAN PUBLIC SERVICE**
Experience all the advantages of the APS, with the size and agility of enterprise.



Capability Framework – relevant to APS6



Agility and innovation – create and deliver outcomes using agile and innovative approaches

- Model adaptability and flexibility in changing circumstances and diverse situations.
- Identify, capture and actively drive change activities, including supporting others to adapt to change and improve the broader team.
- Collaboratively provide input into the development of solutions for complex situations; question conventional approaches when developing alternative solutions and make recommendations.
- Strengthen the team's innovative problem solving through collaboration, consultation and inclusion.
- Demonstrate behaviours consistent with embracing change and new ideas; model and support staff to fail fast and apply learnings.



Customer centric – create and deliver quality customer centric outcomes

- Maintain relationships with key customers to enable quality service outcomes.
- Manage activities and support the team to provide quality service outcomes.
- Respond to a broad range of service requests resolving complex issues with a solutions focus to meet customer needs.
- Work collaboratively across business groups to negotiate and manage service activities, achieving the best result for customers.
- Contribute to the development and evaluation of service standards. Apply these standards to resolve or escalate issues and give technical briefings to staff members and customers.



Data literacy – create and deliver, appropriately use data

- Assist with research and analysis relevant to business needs and make recommendations to support decision-making.
- Be aware of the type of data created and used in own work area and have a basic ability to use the data systems and tools available.
- Ask questions to identify problems, and research the data to inform the audience of potential solutions.
- Adapt information in the appropriate medium, and then communicate and deliver data to the target audience.
- Manage resources in line with quality measures and align with performance expectations.



Engages with risk – create and deliver positive risk behaviour



- Collaborate with colleagues and stakeholders to improve the way that risk is managed.
- Provide active oversight of risks, explore alternatives and show personal courage.
- Model a workplace where individuals and the team can take risks, accept failure, communicate openly and apply learnings.
- Identify risk information critical to making an informed decision.
- Manage tolerable risk and escalate as required.



People, network and self-leadership – create and deliver authentic leadership behaviour

- Seek out feedback on own performance; respond proactively and make appropriate changes.
- Engage with the team to model behaviours including resilience, flexibility and persistence in changing and challenging environments.
- Develop and strengthen new and existing relationships across the business; support business objectives and make recommendations.
- Take responsibility for identifying development needs of your own staff through authentic performance conversations.
- Hold yourself and others to account when behavioural expectations are not met.

+1

Job Specific Technical Capabilities

- Researches, maintains knowledge of, interprets and applies relevant legislation.
- Provides advice and interpretation within technical or specialist area.
- Applies comprehensive knowledge of the technical field to address complex matters and/or undertake thorough analyses.
- Uses current methods or tools to explore and resolve complex issues.
- Finds and shares new ways to analyse and present information.
- Shares specialised knowledge and experience with others and assists others to develop technical skills and locate relevant information.

**The above does not apply to IPRD Trainees. For Trainee expectations refer to IP Rights Learning and Development Manual*