



# CANDIDATE INFORMATION PACK

## ORCID Community Specialist

**Includes:**

Background information on working with us

Position Description

# The Australian Access Federation

## We are on a Mission

We're a driven group of people with a purpose to make Trust and Identity easier, and more cyber secure for research, teaching, and learning.

AAF is an interesting company that does exciting work as a Not-for-Profit (NFP), which our staff and customers value.

## Our work has meaning

We are a Not-for-Profit company supporting our subscribers which are research and education organisations in Australia. We focus on delivering leading technology for our communities. AAF staff have a sense of pride and satisfaction, knowing that what we work towards helps to make the world a better place.

We are part of the Australian Federal Government's eResearch infrastructure roadmap - that's right - how many companies are part of Australia's Research technology strategy? Our staff work closely with high value innovative initiatives tackling issues from COVID, genome mapping, children's cancer research, astrophysics to identifying low wave frequencies in space and capturing gravitational waves.

## We don't work with old tech

Who wants to work on old tech - not us! Our tech is ahead of the curve because we provide our team with the tools and empower staff to innovate. The AAF is a cloud-native company and the applications, and solutions we build are at the cutting edge in Trust and Identity.

## We work with interesting customers and stakeholders

Just to name a few, Australia's leading research data infrastructure facility – Australian Research Data Commons (ARDC), Australian Nuclear Science Technology Organisation (ANSTO), leading research facilities such as the Commonwealth Science and Industrial Research Organisation CSIRO, all the Australian Universities as well as our national funders the Australian Research Council (ARC), and the National Health and Medical Research Council (NHMRC).

We are a globally connected service working with other like-minded community driven organisations who are all doing similar things around the world. This means AAF staff get to collaborate with our global community and take part in innovative activities around the globe. AAF is part of the global ORCID Consortia Interest Group and, also works closely with the Australian Research Data Commons (ARDC) to deliver the Australian National PIDs strategy and Roadmap. AAF staff are also members of various Research Data Alliance (RDA) working groups (WG) and interest groups (IG) and regularly participate and present at the RDA plenaries. We are also a member of and participate in the Australian Higher Education Cyber Security Service ([AHECS](#)).

AAF staff are on the road participating in initiatives and working groups with like-minded, tech and research professionals around the globe. In the past our staff have travelled to interesting places such as Estonia, Prague, Ireland, Norway, New Orleans, India, Iceland, Portugal, and China to be part of leading-edge strategy development in trust and identity.

## We are passionate about our products and services

### *The Federation*

The Federation is Australia's national authentication service for research and education. Using cutting edge technologies and standards. The Federation delivers world-class single-sign-on that allows individuals across organisational boundaries to collaborate and access online resources within a trusted environment.

### *The Australian ORCID Consortium*

The Australian ORCID Consortium provides a national coordinated approach to Open Research Contributor ID (ORCID – see: [orcid.org](https://orcid.org)). The consortium has enabled a globally unique persistent identifier for every researcher.

### *Consulting and Training Services*

We provide bespoke consulting and support to our communities in meeting their identity and access management needs.

### *VerifID Global*

VerifID Global, the national verification service enables universities, public agencies, and commercial providers (e.g. Spotify, YouTube and Flight Centre) to accurately deliver services to Australian students and other roles in the research and education sector (see: [VerifID.global](https://verifid.global)).

### *Trust and Identity*

The AAF is a National Collaborative Research Infrastructure Strategy [\(NCRIS\)](#) capability. We provide leading services in Trust and Identity that underpin Australia's research.

## Our company values underpin everything we do

- Innovation - an essential ingredient
- Mastery - a good mix of enthusiasm, quality, care and experience
- Trust - strengthened through our actions
- Community - achieving more together

## So apart from working for an awesome NFP tech company who are doing great things, why else should you be part of the AAF?

- A 35-hour work week
- The option to salary sacrifice rent/mortgage payments (yep! that's right)
- Extra-long service leave
- 3 days bonus 'recharge leave' over the Xmas and New Year period

.... and most importantly let's not forget that the AAF team prides itself on its inclusive, innovative culture that rewards and recognises great work.

If you are looking to move into a new role where you can make a difference and are empowered to utilise best practice techniques to create a positive global impact - then you are the person we've been looking for!

## POSITION DESCRIPTION

### ORCID Community Specialist

**Position Title:** ORCID Community Specialist

**Type:** Fixed term full-time position, Fixed term part-time position may be considered

**Location:** National

**Reports to:** ORCID Community and Engagement Lead

**Number of Direct Reports/Staff Supervisory Requirements:** None

**Open to:** Australian or New Zealand citizens or Australian permanent residents who have approval to work in Australia.

### Organisational context

The Australian Access Federation (AAF) is Australia's leading specialist in Trust and Identity for higher education and research. We are connected to an international community of scientists and researchers building applications and solutions that make up part of the Australian Government's [eResearch infrastructure strategy](#). We work with universities and research institutions including CSIRO to provide access to resources that tackle issues in health, life science and astrophysics... just to name a few.

The AAF is consortium lead for the Australian ORCID Consortium which is a community of Australian organisations that takes a national approach to ORCID adoption and integration. ORCID, which stands for Open Researcher and Contributor ID, is a global initiative whose mission is to enable transparent and trustworthy connections between researchers and their research contribution. As consortium lead, AAF provides local support, assists with member ORCID integrations, and encourages national uptake of ORCID within organisations. We also help members understand the benefits of their ORCID membership and how to get the most of it. Among global ORCID consortia leads, the AAF is considered an exemplar in terms of how the consortium is run and members are supported.

The AAF is a high performing work environment consisting of motivated individuals that work towards a common goal of supporting Australia's higher education and research sector. We enable Australia's teachers, students, and researchers to use identity technologies and policies to create world class outcomes.

For further information about the AAF go to: [www.aaf.edu.au](http://www.aaf.edu.au)

### Our Goal

We are transforming Australia's research, teaching, and learning communities by delivering innovative solutions that provide secure access to high-value digital resources and infrastructure.

### Guiding Principles

Our trust and identity solutions are co-designed by a nationally engaged expert team using international best practice. Our services are underpinned by sustainable business operations.

## The Role

The primary function of the role will be to provide highly responsive community support and engagement to members of the Australian ORCID consortium. The ability to communicate complex technical concepts to non-technical audiences will be crucial. You will be required to work with our stakeholders about their systems and workflows involved in managing and maintaining institutional repositories, current research information systems, publishing, and grant funding application and reporting.

This role works under the ORCID Community and Engagement Lead and in close collaboration with others on the AAF team.

This is a full-time or part-time position that can be based at our head office in Brisbane or nationally. We also offer work from home arrangements. There will also be some national and international travel involved as part of the role and you will need to live in a major capital city to support this.

## Key responsibilities

1. Meet with members and prospective members for onboarding, orientation, and how to plan for technical integration.
2. Respond to inquiries from members and prospective members, including Tier 1 technical support questions.
3. Assess and respond to member needs through surveys, creating online documentation and other helpful training resources.
4. Understand user needs and translate them into outcomes.
5. Engage with the community and stakeholders through:
  - a. one on one sessions with members.
  - b. outreach and advocacy to support the adoption of ORCID and the National Persistent Identifier Strategy
  - c. online events and conferences and provide training/demos to members.
  - d. Assist in coordinating events and outreach activities, such as webinars, community calls and blog posts.
  - e. Contribute to communication and engagement resource development.
6. Create reports for tracking ORCID adoption and integration of members.
7. Provide administrative support across the program, with a particular focus on written communications and detailed tasks.
8. Update and maintain the [Australian ORCID website content](#), blog posts, YouTube, and other community resources.
9. Perform additional responsibilities as required.

## Your experience and skills

We are seeking an enthusiastic and highly motivated team member, a demonstrated self-starter with exceptional communication skills. This position requires the individual to have a strong sense of service delivery and an ability to engage with a variety of stakeholders. Skills and knowledge of the research lifecycle and scholarly communications environment used in Australia would be an advantage.

Previous experience in a technology, research or high education environment is highly desirable.

## Skills and qualifications required

Minimum of 3-5 years' experience in a support role in a field such as library and information studies, information technology or research and scholarly communication.

- Strong familiarity with the academic research process and scholarly publishing workflows and tools
- Experience developing outreach and training materials to communicate effectively using a variety of media and technologies
- Experience supporting users in a technical environment
- Desirable knowledge of XML and/or JSON, and the ability to master evolving technologies
- Exceptional communication skills and strong work ethic
- Ability to prioritise effectively and accomplish tasks in a dynamic, unstructured work environment
- Ability to adapt to changing environments and work well under pressure with tact, discretion, and good judgment
- Strong attention to detail
- Strong customer service skills.

## Other Job-Related Information

Applicants should note that:

- The position is a fixed term full-time position, with normal office hours from Monday through Friday. A part-time role may be considered for the successful applicant.
- A 35-hour week, with normal working hours from Monday through Friday.
- National and International travel may be required, applicants should live in a major city close to an airport.
- The position is based in an office in the city of the successful candidate, or a work from home arrangement may be supported subject to approval and ability to meet AAF's Work from Home Policy.

## How to Apply

If this sounds like your next role, send an email to [jobs@aaf.edu.au](mailto:jobs@aaf.edu.au) at your earliest convenience, with the following:

- "Re: job application for ORCID community specialist ", in the subject field of the email
- A resume outlining your skills and qualifications
- A cover letter addressing the key responsibilities outlined for the role

Applications for the role will be accepted till the position is filled.

If you have any questions regarding the role, contact Melroy Almeida on 07 3854 2353.