

Technical Support Officer (Birdata) (casual)

Position Description

Date: Wednesday, 9 October 2024

The organisation

As Australia's only national bird conservation charity, we are on a mission to put birds and nature on the path to recovery within a decade, leading and facilitating action that halts biodiversity loss and restores ecosystems. We can only achieve this with the help and support afforded to us by our diverse stakeholders including supporters, campaigners, donors, members and like-minded conservation organisations.

BirdLife Australia takes a science and evidence-based approach to bird conservation. Where strong conservation plans are in place and well-resourced the evidence tells us that threatened species can be brought back from the brink of extinction. With a 100-plus year history and Australia's strongest and longest-lived collection of data and surveys, BirdLife Australia brings a wealth of observation and experience to the protection of native birds.

BirdLife Australia is a diverse organisation with more than 330,000 supporters, donors, volunteers, campaigners and members, over 130 staff across Australia, and a network of more than 40 voluntary community groups.

A significant part of BirdLife Australia's work is done by volunteers acting either alone, in organised groups or serving on Committees. It is important that all staff understand and appreciate the contribution made by volunteers, and are also mindful of their varying skills, interests and motivations.

BirdLife Australia acknowledges the important role First Nations People throughout Australia have played, and continue to play, caring for Country. We acknowledge their continuing connection to land, sea and community and pay respect to Traditional Owners and their cultures, and to their Elders both past and present. BirdLife Australia endeavours to facilitate the further engagement of Indigenous Australians in the research and conservation of our native birds.

The role

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Position objective

Improve conservation outcomes for Australian birds by managing, using and promoting Birdata. Birdata is an online platform and app that enables people across Australia to collect scientific data that helps BirdLife to understand and protect Australia's birds.

Status

This position is offered on a casual contract and variable work hours (estimated between 0.2 - 0.6 FTE).

Staff reporting

None.

Remuneration / Job Level

Salary at Level 2

Location

This is a hybrid position with the ability to be worked from the BirdLife Australia National Office, Carlton, Melbourne and home-based location. Alternate locations may be approved on a merit basis.

Reporting

This position reports to the Manager Data and Analytics.

Key relationships

Internal: Manager Data and Analytics, Data and Analytics team, Director Science and Priority Landscapes, Science and Innovation team, Participation and Engagement teams, BirdLife Australia branches, SIGs and network, Birdata volunteers, Key Biodiversity Areas Guardians, Birds in Backyards community.

External: Environmental NGOs, Government data managers, commercial environmental consultancies, community groups, First Nations people, academic researchers.

Travel requirements

Some travel within Australia may be required.

Duties

Servicing of Birdata online platform and app

- E-mail and phone communication with citizen scientists, volunteers and external stakeholders.
- Troubleshooting access and technical issues for Birdata users.
- Provide data management related customer support for Birdata users.

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Data management and quality assurance

- Establishment and curation of shared sites.
- Assistance with and oversight of volunteer data vetting.

Administrative Task

- Fee-for-service extractions invoicing.

Promoting Birddata as a leading bird monitoring and conservation tool

- Providing reliable, responsible and personal support for Birddata.
- Fostering relationships with Birddata users and volunteers.
- Growing and developing relationships with external Birddata partners especially state and Commonwealth databases, NGOs large and small and Indigenous Groups.
- Provide technical support for data administration and sharing within BirdLife and with partners as required.

Selection criteria

Essential

- A relevant degree and/or demonstrated experience in Ecological data and/or data management.
- An understanding of database management and troubleshooting.
- Basic understanding of bird identification, monitoring and ecology.
- Demonstrated experience in communicating effectively in writing, over the phone and using online tools.
- Experience in a customer-facing role and/or working with volunteers, with a demonstrated ability to resolve issues and deliver best outcomes.
- A positive outlook and ability to work collaboratively to achieve shared goals consistent with BirdLife Australia's values.

Desirable

- Demonstrated use of Birddata or other online ecological and citizen science monitoring tools.
- Experience in the conservation sector.
- Passion for citizen science and its application to conservation outcomes.
- Excellent understanding of bird identification, monitoring and ecology.
- Experience using Asana or similar online tools to manage workflows.
- Experience using Salesforce or Similar Customer Relations Management System

Workstyle, attributes, and attitudes

- A high level of professionalism in all work.
- A highly collaborative style and the ability to take responsibility and initiative.
- Responds positively to feedback and ability to provide constructive feedback.

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- A willingness and capacity to work flexible hours as and when required.
- Motivated by collaboration and collective success.
- Openness to change, receptiveness to new ideas.
- A team builder and team player.
- Works positively, effectively and sensitively with a wide range of people.

Living our Values

- Promote and role model appropriate behaviours that support BirdLife Australia's culture and values.
- Actively demonstrate organisational values.

<i>Passion</i>	<i>Excellence</i>	<i>Leadership</i>	<i>Collaboration</i>	<i>Integrity</i>	<i>Impact</i>
We bring people together around a love of nature	Science and knowledge is at the centre of everything we do	We empower and inspire people to lead with courage and purpose	We embrace diversity and work in partnership with mutual respect	Our success is based on experience, honesty, trust and fairness	We think globally, lead nationally and act locally

OH&S statement

Employees and potential employees should be aware that the requirements of the position include, but are not limited to:

- Limited attendance at evening or weekend meetings.
- Possible driving for extended periods and interstate travel.
- Long periods of sedentary desk and computer duties and telephone use.
- Possible lifting and moving of heavy equipment and objects.
- Overnight and weekend work in the field and at conferences.