



## Position Description – <Insert Position Title>

### Position Details

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<b>Position Title:</b>	SAMS Platform Lead
<b>Position Number:</b>	TBC
<b>College/Portfolio:</b>	Operations
<b>School/Group:</b>	ITS
<b>Campus Location:</b>	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW9
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

## Why work at RMIT University

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Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## College/Portfolio/Group

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The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of “unleashing technologies to enable great experiences for RMIT communities” supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University’s commitment to advancing Lifelong Learners.

## Position Summary

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The SAMS Platform Lead is responsible for the overall design, build, support and growth of the SAMS PeopleSoft Platform, including promoting tools and practices to improve operational efficiency and platform stability such as observability, vulnerability management, automation and orchestration. They will be required to understand the platform, in particular identifying pain points and areas for improvement and investigate approaches and/or technologies to mitigate issues and improve operational supportability.

The position will include leading our Managed Services partner in providing operational support for the platform and working with our delivery teams to design and build the technical capability necessary to meet our business needs.

## Reporting Line

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Reports to: Senior Manager, Operations

Direct reports: 1-2

## Organisational Accountabilities

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

### Key Accountabilities

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- Providing leadership and specialist technical advice in analysis, design, implementation and support on PeopleSoft systems to Managers, Business & Functional Analysts, Developers, Testers and other stakeholders.
- Develop and standardise technical procedures and ways of working with a view to creating uniform support and delivery processes aligned with DevOps best practices and RMIT internal procedures.
- Lead our Operational Support team to provide high quality support of our SAMS platform, including refining BAU procedures, identifying areas for improvement and managing resource allocation to meet the demands of operational support as well as assisting other initiatives where needed.
- Develop and oversee a formal Release Management strategy to enable efficient, reliable deployment of changes.
- Liaise proactively with business stakeholders, governance teams, project managers, business & functional analysts, testers and other functions on projects and operational work as required including PeopleTools upgrades, patching, performance and DR testing and platform maintenance.
- Lead small to large-scale development and support projects.
- Leading and developing road maps, guidelines, standards and work practices for the SAMS platform including but not limited to patching (application, database, operating system), VAGO reporting and vulnerability management.
- Ensure that the SAMS platform adheres to internal and regulatory governance standards and policies including VAGO compliance, security, service and vulnerability management.
- Manage changes to the platform in accordance with approved change control procedures.
- Make recommendations on platform features and technologies after investigation/evaluation through activities such as research and prototyping, working closely with process owners and SMEs to continually seek improvements and automation opportunities.
- Ensure that your team's application, technical and business process knowledge remains current with internal developments, market trends and standards in order to provide specialist application advice and support to ITS colleagues and RMIT customers.
- Have an active role in liaising with vendors and partner for any preventative maintenance activity (BAU resolutions), designing, architecting and delivering newly proposed solutions for projects.

### Key Selection Criteria

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1. Extensive experience leading operations, enhancement and administration of PeopleSoft, including maintaining platform health and performance, understanding architectural design and management of the application in a cloud environment.
2. Experience working in complex, integrated enterprise environments.
3. Experience working with Agile/DevOps and ITIL practices.
4. Experience managing releases in a controlled manner in accordance with approved change control procedures.
5. Experience in cloud design and management (especially AWS)
6. Excellent interpersonal and written communication skills; proven ability to write quality technical documentation and work with Architectural, Technical and Business stakeholders.
7. Proven ability to prioritise tasks, work to deadlines and manage complex tasks using project management best practice.
8. Substantial experience in debugging or troubleshooting complex problems while providing effective progress communications and fault escalation procedures.
9. Previous experience in leading small, technical support teams will be considered an advantage.

10. Previous experience working in the education sector will be considered an advantage.
11. Proven ability to successfully participate as a productive team member, mentor, and work autonomously as required.
12. While the position will not engender regular hands-on administration of the system, experience in one or more of the following technical capabilities will be advantageous:
  - a. PeopleTools Web, App and Batch Server administration
  - b. Applying application patches and PeopleTools upgrades using PUM and Change Assistant
  - c. Administration and patching of underlying components such as WebLogic, Tuxedo, Java.
  - d. Administration and configuration of integrations using Integration Broker
  - e. Architectural System Design, particularly deployment on AWS and Linux
  - f. Peoplesoft Test Framework or other test automation technologies
  - g. Batch design and orchestration using Process Scheduler and other orchestration platforms
  - h. Performance Testing
  - i. System monitoring and observability

## Qualifications

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Tertiary qualifications in Information Technology, or equivalent experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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