RMIT UNIVERSITY

Position Description – <Insert Position Title>

Position Details

Position Title: Infrastructure Engineer

Position Number:

College/Portfolio: Operations **School/Group:** Information Technology Services

Campus Location: Based at the City campus, however may be required to work and/or be based at other campuses of the University.

Classification: HEW 7 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Manager, Server Platforms

No. of Direct reports: None

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/
https://www.rmit.edu.au/about/facts-figures

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

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

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.

Inclusion   Imagination   Integrity   Courage   Passion   Impact

Learn more about our values: https://www.rmit.edu.au/about/our-strategy/values

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.
Know – We are self-aware, and understand our stakeholders, our sector and priorities.
Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Operations portfolio provides daily support for RMIT students, academics and staff. We contribute to operational efficiency and help ensure our people, financial and infrastructure needs are met. The portfolio comprises Property Services Group, People, Information Technology Services, Governance and Legal, Finance and Assurance, Enterprise Projects and Business Performance, Data and Analytics.

Position Summary

The Infrastructure Engineer will provide Technical Leadership and Support for the Infrastructure Server Platforms Team. The Infrastructure Engineer will perform a role in the management of fault resolution for Storage & Backup services, Data Centre Services and related Windows Server technologies and where escalation is required seek external vendor support.

The Infrastructure Engineer will work alongside both the Senior Infrastructure Engineer in supporting the Storage & Backup Services and Data Centre Services as well as the Windows Systems Administrators to manage the Application Security Controls Platform. The role will work within the team providing Technical support and guidance to drive operational excellence within the function whilst enabling the delivery of enhancements and projects.

RMIT has a Global presence, as such this role will require being part of a 24x7 On Call Roster, which will involve working with Technical Engineers Internal and External to the Server Platforms team to resolve issues after hours.

Key Accountabilities

- Provide specialist technical guidance in the design and ongoing Operational Support of Storage & Backup Services and associated systems in response to incidents and requests across RMIT.
- Creating Process and guidelines for all in scope supported Storage & Backup systems, to enable optimal performance of Server Platform teams.
- Security Hardening of supported Storage & Backup and Windows Infrastructure, with a view to ensure compliance with RMIT security policies.
- On call Support activities, to ensure maintenance and upkeep of Infrastructure Platforms across RMIT, and providing additional support team to other on-call teams within ITS.
- Contribute to the evolution and implementation of the IT Strategic Plan by drawing on day-to-day interaction with technology and being part of a culture of sharing and collaboration.
- Build an effective working relationship with key stakeholders within ITS and business stakeholders interacting with these systems, to ensure that transparency and delivery across priorities.

Key Selection Criteria

1. Provide specialist technical guidance in the design and ongoing Operational Support of Storage & Backup Services and associated systems in response to incidents and requests across RMIT.
2. Creating Process and guidelines for all in scope supported Storage & Backup systems, to enable optimal performance of Server Platform teams.
3. Security Hardening of supported Storage & Backup and Windows Infrastructure, with a view to ensure compliance with RMIT security policies.
4. On call Support activities, to ensure maintenance and upkeep of Infrastructure Platforms across RMIT, and providing additional support team to other on-call teams within ITS.
5. Contribute to the evolution and implementation of the IT Strategic Plan by drawing on day-to-day interaction with technology and being part of a culture of sharing and collaboration.
6. Build an effective working relationship with key stakeholders within ITS and business stakeholders interacting with these systems, to ensure that transparency and delivery across priorities.

Key Selection Criteria

1. Expertise in the Operational Support of Infrastructure Services including but not limited to Windows, Storage & Backup and associated systems.
2. Competent in translating business requirements into technical design.
3. Demonstrated team leadership, organisational, financial, communication and interpersonal skills.
4. Demonstrated experience in building, managing and developing a team of experienced technical staff, prioritising work effectively to meet demand.
5. Excellent communication skills and the ability to build lasting relationships with a range of stakeholders across ITS.
6. Experience in reporting on services, measured against agreed service level targets, liaising with senior management to provide continuous service improvements. Proven ability to negotiate with and influence a wide range of stakeholders.
7. Significant attention to detail with a focus on process improvements to improve the quality of service delivery.
8. Proven experience in supporting Enterprise Solutions in the following technologies;
   a. Windows Server
   b. Red Hat/Linux Server
   c. Enterprise Storage and Backup
   d. Virtualisation
   e. Microsoft Technologies
   f. Enterprise Tools and Management Software
   g. Automation concepts

Qualifications

- A tertiary qualification/vendor certifications and relevant experience.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian 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.