



Position Description – Program Manager, Australian Internet Observatory

Position Details

Position Title:	Program Manager
College/Portfolio:	Design and Social Context
School/Group:	School of Media and Communications
Campus Location:	Based at the Swanston St campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 9
Employment Type:	Fixed term (Funded position to June 2028)
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. 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. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also 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

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 of Design and Social Context

The College of Design and Social Context encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The college has 24,500 students and over 1,000 staff located in 8 schools.

The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practise led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

For more information visit www.rmit.edu.au/dsc

School of Media and Communication

The School of Media and Communication pushes the boundaries of digital knowledge creation and future-focused practice. The School has a deep engagement with industry and the community that allows research and teaching to respond creatively and innovatively to global conditions.

In the most recent *QS Rankings by Subject*, RMIT was ranked 37th in the world for *Communications and Media Studies*.

The School is home to a vibrant community of practitioners, theorists and thinkers in communication, creative writing and publishing, screen, culture, digital ethnography, new media, journalism, public relations, advertising and music industry. The School has a strong international focus set to drive careers to succeed in the global context with programs and courses offered in Melbourne, Vietnam and Singapore.

The School embraces agility and flexibility to drive a field that is always evolving with emerging specialisations and new roles in an increasingly changing world. Extending the reach for excellence, teaching spaces have been adapted to meet world-class standards.

Partnership with industry and the community ensures we keep abreast of changing industry needs and new technologies of teaching and learning, supporting students in moving fluently between the classroom, the studio and the workplace. Work integrated learning is just one way of many in which the mutual benefits of industry and community partnerships are realised, connecting students directly to real-world projects that result in tangible outcomes.

A multidisciplinary network of research endeavour brings together experts across disciplines. Adopting a creative, critical and playful attitude to research, celebrating disciplinary diversity and leading in the development of practice-led approaches.

In the most recent Excellence in Research for Australia (ERA) ranking, RMIT was judged to be well above world standard (5) for the field of *Communication and Media studies* and above world standard (4) for the field of *Cultural Studies and Design Practice and Management*, reinforcing the dedication and expertise in these areas. RMIT was also judged to be at world standard (3) for the fields of *Film, Television, and Performing Arts and Creative Writing*.

For more information, visit www.rmit.edu.au/about/our-education/academic-schools/media-and-communication

The Australian Internet Observatory

[The Australian Internet Observatory](#) (AIO) is an exciting new 4-year national research infrastructure initiative established in 2024 to develop new tools and services to support research on digital platforms and social data. The project will create an interconnected ecosystem of people, data and tools to support innovative approaches to the collection and analysis of digital social data across a range of disciplines and sectors.

Position Summary

The AIO Program Manager is a key leadership and technical role with responsibility for delivering a ground-breaking, multi-partner national research infrastructure program involving a range of data collection tools and services. The position involves planning, management and implementation of the AIO project plan working in collaboration with partner leads, researchers and technical staff across 6 partner universities. The role includes supporting a distributed governance model, project and technical management, stakeholder engagement and financial and project reporting. There will also be opportunities for initiating and designing new elements through public co-design in 2026 and in planning for the next phase of the program beyond 2028.

Reporting Line

Reports to: Distinguished Professor Julian Thomas

Direct reports: 3

Organisational Accountabilities

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

1. Manage project teams across multiple partners to ensure effective, efficient and collaborative working culture that delivers project goals and long-term success.
2. Lead and manage project planning and technical development of AIO tools and services including design of system architecture and software solutions.
3. Develop comprehensive project documentation including plans, reports, budgets, and risk registers.
4. Build and maintain stakeholder engagement with internal and external partners, to align project outcomes with strategic objectives.
5. Consult and engage with partners and key stakeholders to validate requirements and ensure user-centric design.

6. Develop and implement appropriate monitoring and evaluation metrics. Manage risks and issues that arise over the program life cycle, including devising mitigation responses.
7. Monitor ongoing developments in digital platforms and technologies, research infrastructure and strategically plan for new opportunities in consultation with the project leads, technical team and key stakeholders.

Key Selection Criteria

1. Proven track record delivering complex digital or software-based projects with distributed teams in a fast-paced environments.
2. Demonstrated ability to manage operations, finance and reporting, and facilitate strong program governance.
3. Strong understanding of software delivery, systems design and project execution using waterfall and agile frameworks.
4. Extensive experience in facilitation and development of business requirements documents and functional specifications.
5. Excellent interpersonal and engagement skills, including experience effectively managing multiple complex stakeholder relationships.
6. Demonstrable problem solving and analytical skills to resolve issues and drive operational improvements.

Interest in digital platforms and social data policy and research is highly desirable.

Some interstate travel for workshops and meetings will also be required.

Qualifications

- Postgraduate qualification or equivalent industry experience in project management.

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.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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