

POSITION DESCRIPTION

Position Details

Position Title:	IT Operations & Support Officer
Reporting To:	IT Operations & Support Team Leader
Unit / Group:	Information Technology
Direct Reports:	None
Employment Type:	Fixed Term Time Fraction: 0.6
Salary Classification:	D1
Fixed Term Reason	Replacement employee (filling a vacancy created by internal secondment)
Date:	September 2026
Location:	City Campus

Position Summary

The IT Operations & Support Officer provides first-line desktop and application support troubleshooting across RMIT University Pathways (RMIT UP) to ensure the efficient functioning of the organisation's desktop and laptop computers, printers, telephones, AV applications and related technology.

This position is forward facing and directly interacts with customers on the phone, face to face, via remote access and email. In addition, it may be required to perform some work outside the normal span of business hours.

Position Responsibilities and Accountabilities

Computer Hardware/Software Setup & Technical Support

- Maintain a high level of support for desktop computers and an elevated level of hardware service availability, including printers, telephones, AV and related technology.
- Undertake desktop/laptop administration, including operating system upgrades, configuration, and software installation.
- Undertake hardware and software compatibility testing for classroom and/or staff needs
- Identify opportunities to improve desktop, laptop, printer, telephone and AV equipment systems and processes and communicate these to the IT Operations & Support Team Leader.
- Provide remote support to staff and students who are off-campus or off-shore.

Service Desk Support

- Maintain documentation on service issues, so that this can be used to identify common issues and underlying causes of problems.
- Provide service desk reports to the IT Operations & Support Team Leader.
- Liaise and communicate regularly with internal and external stakeholders, especially during issue resolution.

- Develop good relationships with desktop support staff at RMIT University to ensure a mutual understanding of issues and business needs.
- Monitor the IT Support desk in the Student Lounge to provide face-to-face assistance for staff and students.
- Monitor ServiceNow queue and assign or attend to calls in a timely manner for action.
- Provide stand-by support for high level meetings and events.

Application Support

- Perform ongoing updates to database content for commercial products.
- Maintain and update student management system.
- Supply reports generated from student results management system to the business.
- Perform ongoing Canvas creations for both Student and Course each module.
- Undertake software research and application, liaise with Privacy and CISO teams for Privacy Impact Assessment (PIA) and Security Risk Assessment (SRA) submissions.

Training Support

- Provide induction training to new employees on IT equipment, applications, and services.
- Provide basic training on software and applications where required e.g. Canvas, IQ.

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT University Pathways' policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
- Actively engage in professional development opportunities
- Undertake any reasonable tasks as directed
- 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>.
- Appointment to the role is subject to successful passing of the Working with Children Check (WWCC employee type), Working rights Check and National Police Check (NPC)

Qualifications, Knowledge, Skills & Attributes

Essential

- Relevant tertiary qualification
- Proven experience providing helpdesk support for Windows, Mac, Android, and iOS Operating systems in a commercial environment
- Strong knowledge and experience with Remote Desktop Tools, and Online Collaboration Tools (including Zoom, MS Teams) for online support
- ServiceNow or similar platform knowledge
- Extensive knowledge of M365, Active Directory, SCCM, Windows OS, Microsoft Endpoint services and Intune
- Strong focus on customer service with a demonstrated ability to provide a professional and timely technology support service to a broad range of non-technical stakeholders
- Sound organisational and time management skills, with the ability to deliver to deadline, meet quality specifications and perform under pressure, while maintaining high attention to detail
- Flexible, can-do attitude with proactive and creative problem-solving skills

- Demonstrated commitment to continuous improvement and best practice principles
- Ability to work independently and as part of a team in the achievement of business objectives
- Working with Children Check Clearance

Desirable

- Power BI (Business Intelligence) knowledge desirable.
- Power Automate knowledge desirable.

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location.

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Incumbent name: _____

Date: _____