Position Description – Microsoft 365 Solutions Specialist

Position Details

Position Title: Microsoft 365 Solutions Specialist

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 8

Employment Type: Continuing

Time Fraction: 1.0

RMIT University

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

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

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

The Microsoft 365 Solutions Specialist is responsible for providing project support and solutioning services across the Microsoft 365 platform at RMIT University as well as reporting on platform utilisation, health, and areas of opportunities.
The role involves working closely with the ITS Business Technology Partners, college stakeholders, and Microsoft to contribute to service improvements. The role will also provide support for end users, VIP support, vulnerability and risk management.

RMIT has a Global presence, as such this role will need to contribute to the Microsoft 365 platform services for Australia, Spain, and Vietnam.

Reporting Line

Reports to: M365 Senior Platform Expert
Direct reports: Nil

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. Provide project support (reviews, estimations, and planning) across the Microsoft 365 platform.
2. Provide break fix and VIP support (will include out of hours support).
3. Provide vulnerability and risk management support.
4. Provide monthly Microsoft 365 health and utilisation.
5. Monthly meeting and drive continuous improvement with Business Technology Partners in ITS to discuss consulting requirements for the Microsoft 365 platform.
6. Quarterly Microsoft 365 platform meetings with college stakeholder and reporting to drive continuous improvement.
7. Monthly vendor meetings with the Microsoft account team to discuss and report on health and opportunities for the Microsoft 365 platform.
8. Support the RMIT and Microsoft 12-month roadmap plan.
9. Support the license management across the Microsoft 365 platform.

Key Selection Criteria

1. **Mandatory** - requirement of 5 years in a Microsoft 365 specialist or similar role.
2. **Mandatory** - demonstrable experience in providing consulting, innovation, and project services across Microsoft 365 and related technologies in a large organisation.
3. **Mandatory** - experience with Microsoft 365 collaboration stack including Office 365, SharePoint Online, OneDrive, and Teams.
4. Previous involvement in large scale SharePoint Online and OneDrive environment rollouts and ongoing support.
5. Demonstrable experience in providing Microsoft 365 support to end users.
6. Demonstrated experience in developing and implementing technology roadmaps aligned to enterprise strategy and operational metrics and platform practices in large enterprise environments.
7. Strong technical and thought leadership with demonstrable experience.
8. Demonstrated ability to build effective, trusted relationships in a collaborative and engaging manner with a broad range of internal and external stakeholders.

Qualifications

Tertiary qualifications in Information Technology, or equivalent experience ITIL Foundation Certificate (or relevant industry framework)

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: