Position Description
Modern Workplace Engineer – MOE

Position Details

Position Title:	Modern Workplace Engineer – Managed Operating Environment
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
Employment Type:	Fixed Term
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 Modern Workplace Engineer – Managed Operating Environment is responsible for the configuration, maintenance, support and continuous improvement of RMIT's Managed Operating Environment (MOE) including Intune, SCCM, Active Directory, Citrix DaaS and associated platforms. The role has responsibilities across both operational and project delivery within the level 3, End User Technology team, supporting staff, students and associates globally.

Along with operational activities the position will be responsible for the design and implementation support for assigned technology projects. It will contribute to management of security vulnerabilities and operational risks.

This position will share the responsibility to continuously improve our use of Managed Operating Environment by staying abreast of Microsoft's dynamic and ever-changing service offerings and using this knowledge to support the introduction of new products that benefit the university. It's responsible for supporting the realisation of ongoing value from RMIT's Microsoft investment by continuing to grow user adoption, implementing enhancements to the environment and automating tasks.

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 across other teams supporting a range of platforms across the University's infrastructure.

Reporting Line

Reports to: Senior Manager – End user Technology

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 operational support for RMIT's MOE, including Intune, SCCM, Active Directory, Citrix DaaS and associated platforms across Australia, Vietnam, and our global satellite campuses. This will include out of hours support as University business operations require.
2. Represent the team by providing support to project delivery teams through planning, implementation and handover to operations.
3. Own the remediation and reporting of assigned security vulnerabilities and risks.
4. Maintain the health of RMIT's Managed Operating Environments by monitoring platform alerts, utilising platform support tools and implementing best practice methods.
5. Provide technical guidance and support to level 1 and 2 support teams.
6. Develop and maintain documentation (technical designs and process documentation).
7. Support the development and communication of service roadmaps by providing guidance and expertise on the opportunities in the environment and trends in related fields.
8. Maintain relevant platform compliance to RMIT standards and policies.
9. Maintain an up to date and in depth understanding of industry best practice for responsible platforms

Key Selection Criteria

1. **Mandatory** – Minimum 3 years in an enterprise technical role, with strong experience in at least 3 of the services within Microsoft's Modern Workplace – MOE focused services &\or Active Directory.
2. **Mandatory** – Demonstrable experience in identifying and implementing technical and process improvements across responsible platforms
3. Strong problem-solving skills and the ability to think outside the box to achieve the right outcomes.
4. Previous involvement in large scale services and feature rollouts across enterprises.
5. Demonstrated strong understanding of customer service
6. Experience with developing and maintaining PowerShell scripts.
7. Excellent communication skills and the ability to build lasting relationships with a range of stakeholders.
8. Demonstrated experience with managing technology services following ITIL Service Management processes.
9. Desirable: Demonstrated experience working in Agile operational and\or project teams

Qualifications

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

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: