



Position Description – Modern Workplace Engineer

Position Details

Position Title: Modern Workplace Engineer

College/Portfolio: Operations Portfolio **School/Group:** ITS, End User Technology

Campus Location: Primarily based at Melbourne City campus, and the potential to work across other RMIT campuses as required.

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

Employment Type: Fixed Term

Fixed Term Reason: Replacement Employee

Reporting Line: Senior Manager End User Technology

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 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 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.

Key Accountabilities

- 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.
- Represent the team by providing support to project delivery teams through planning, implementation and handover to operations.
- Own the remediation and reporting of assigned security vulnerabilities and risks.
- Maintain the health of RMIT's Managed Operating Environments by monitoring platform alerts, utilising platform support tools and implementing best practice methods.
- Provide technical guidance and support to level 1 and 2 support teams.
- Develop and maintain documentation (technical designs and process documentation).
- Support the development and communication of service roadmaps by providing guidance and expertise on the opportunities in the environment and trends in related fields.
- Maintain relevant platform compliance to RMIT standards and policies.
- Maintain an up to date and in depth understanding of industry best practice for responsible platforms

Key Selection Criteria

Essential:

1. 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 &lor Active Directory.
2. 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.

Desirable:

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

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.