



## Position Description – <Insert Position Title>

### Position Details

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<b>Position Title:</b>	PeopleSoft Support Analyst
<b>Position Number:</b>	TBC
<b>College/Portfolio:</b>	Operations
<b>School/Group:</b>	ITS
<b>Campus Location:</b>	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW7
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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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

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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

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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

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Working as part of the Operations team within the ITS Architecture and Software Engineering group, the PeopleSoft Support Analyst is responsible for the day-to-day support and management of RMIT's PeopleSoft Campus Solutions platform. This includes triage and management of support queues, proactive identification and remediation of issues, user and platform administration activities, and the delivery of responsive, customer service and support.

This position is part of the Melbourne Operations and Application Support team, working closely with RMIT's Vietnam-based support team to ensure consistent practices and effective collaboration across regions.

## Reporting Line

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Reports to: PeopleSoft Platform Lead

Direct reports: 0

## Organisational Accountabilities

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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**

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- Provide responsive, customer-focused support by investigating and resolving incidents, service requests, and problems related to PeopleSoft Campus Solutions, in line with ITIL and RMIT service delivery standards.
- Conduct detailed root cause analysis to identify and remediate defects in application code, configuration, or data, and apply technical fixes or small-scale enhancements using PeopleTools, Application Designer, PeopleCode, Integration Broker, and related technologies.
- Monitor and support batch processes, scheduled jobs, and integration points to ensure completion and performance, escalating or remediating failures promptly.
- Administer application security, including user access provisioning, role maintenance, and investigation of access-related incidents in alignment with RMIT security and compliance standards.
- Liaise with functional teams and business users to gather information, replicate issues, and validate resolutions.
- Participate in system monitoring, performance tuning, and proactive detection of potential issues before they impact end users.
- Document resolutions, known errors, and workarounds to enhance the team's knowledge base.
- Support scheduled maintenance, patching, and upgrade activities as required.
- Contribute to the continuous improvement of operational processes and identification of automation opportunities.
- Adhere to RMIT change management and quality assurance processes when implementing fixes or changes in production.

### **Key Selection Criteria**

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1. Experience working with PeopleSoft - ideally Campus Solutions - in a technical support or development capacity.
2. Strong analytical and problem-solving skills, with demonstrated ability to investigate, diagnose, and resolve complex application issues across code, configuration, and data layers.
3. Proficiency with PeopleTools development components, including Application Designer, PeopleCode, Application Engine, Integration Broker, Fluid, and SQL, with the ability to apply and test minor technical fixes.
4. Experience in operational monitoring, including batch process management, system integrations, and security administration (user access, role maintenance, compliance).
5. Sound understanding of IT service management processes, particularly incident, problem, and change management, and experience with tools such as ServiceNow.
6. Excellent communication and collaboration skills, with the ability to engage effectively with both technical teams and business stakeholders to deliver customer-focused outcomes.
7. Commitment to service excellence and continuous improvement, contributing to team knowledge sharing and process optimisation.
8. Experience working within the higher education sector or with student administration processes is desirable.

### **Qualifications**

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Tertiary qualification in Information Technology, or equivalent experience.

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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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