

POSITION DESCRIPTION

Position Details

Position Title:	Platform Operations and Delivery Coordinator
Reporting To:	Head of Platform
Unit / Group:	Informit Platform
Direct Reports	UX and Training Specialist
Employment Type:	Ongoing
Time Fraction:	1.0
Classification	E2
Date:	August 2026
Location:	City Campus

Position Summary

Informit is an online gateway to the largest collection of Australasian scholarly journals, books, and videos. Founded in the RMIT University Library in 1989, and now a business unit within RMIT University Pathways (RMIT UP), Informit's customers include all Australian and New Zealand university and state libraries, government, and other specialist libraries. With the recent development of our new product, Informit Explore, we are also increasingly present in schools and public libraries. We are committed to promoting publishing diversity, intellectual freedom and critical thinking; with our vision to be the hub of the publishing, research and library communities in Australia and beyond.

The Platform Operations and Delivery Coordinator ensures the reliable day-to-day service operations and delivery of changes across the Informit platform (search.informit.org). While the design, implementation and maintenance of technical and access-management solutions remain the responsibility of the platform vendor, the role coordinates business requirements, testing, release activities, operational monitoring, incident management, content loading and service improvement. The role works across teams to support operational activities relating to customer onboarding, and troubleshooting, as well as monitoring service performance. The role supports and contributes to the Platform Strategy in collaboration with Head of Platform and business stakeholders and vendor partnership management, while owning the discipline, consistency and effectiveness of day-to-day platform operations and delivery processes.

Position Responsibilities and Accountabilities

Manage platform operations and service reliability

- Manage the day-to-day operation of Informit services, integrations and platform-dependent business processes to support reliable and consistent service delivery
- Monitor content-loading processes and coordinate the investigation and remediation of failed, delayed, incomplete or duplicated content loads and related services.
- Liaise with internal and external subject-matter experts and vendors to identify and resolve content, data and platform-quality issues, including indexing, links, displays, search access and key customer journeys following changes or data loads.

- Manage the response to incidents, service interruptions, access issues, integration failures and content-loading problems, ensuring that issues are recorded, prioritised, communicated and progressed to resolution.
- Identify opportunities to improve testing coverage, content-loading processes, operational controls and customer experience.
- Contribute to the development and maintenance of quality measures, operational dashboards and service-improvement reports.
- Identify recurring operational risks and recommend improvements to processes, vendor support arrangements and service controls.

Coordinate operational communications with internal stakeholders, vendors

- Manage day-to-day operational engagement with the platform vendor, ensuring that requirements, incidents, defects, testing evidence, release dependencies and service risks are clearly communicated and progressed.
- Maintain effective working relationships with internal teams (such as production, customer success, product, sales, marketing) as well as technology teams, subject-matter experts and external providers.
- Support customer success with complex onboarding activities by supporting customer requirements, testing and issue resolution for customer identity and access-management configurations, including customer authentication, SAML and Ezproxy integrations
- Guide customer success team in communicating platform improvements, planned changes, incidents, known issues and service impacts to internal and external stakeholders.
- Maintain current Informit Search Platform operational documentation, including processes, test plans, and support information.
- Capture and share operational knowledge to reduce reliance on individual staff and support service continuity.
- Contribute to continuous-improvement activities, including the identification of opportunities to standardise, automate and strengthen operational and delivery processes.
- Support responsible adoption of AI in Informit content and discovery workflows by collaborating with stakeholders on the establishment of appropriate validation, provenance, human-review and risk-control processes
- Provide specialist advice and recommendations within the role's area of responsibility, escalating matters requiring strategic, technical, security, privacy, copyright or access-management decisions to their appropriate owners

Manage platform delivery, testing and release activities

- Support the translation of business and platform requirements into delivery activities, technical tickets, acceptance criteria, test plans and release requirements.
- Work with the Head of Platform, internal subject-matter experts, vendors and relevant technology teams to plan and prioritise delivery activities.
- Drive the end-to-end delivery process for platform initiatives, enhancements, integrations, content changes and operational improvements.
- Ensure that accessibility, usability, authentication, browser, device and integration considerations are incorporated into appropriate testing activities.
- Coordinate and undertake requirements-based business validation testing to verify that platform features, content, integrations and user journeys operate at the required level of quality.
- Coordinate with business stakeholders and external vendors to complete test planning, defect triage, remediation and retesting.
- Assess release readiness, identify risks and provide evidence-based recommendations regarding implementation, deferral or escalation.
- Ensure that business, operational, communication and support requirements have been addressed before and after releases.

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

- Experience leading consultation with internal and external business and technical stakeholders to assure vendor testing outputs are high quality
- Self-motivated, capable of working with limited supervision, pro-actively reporting on status and tasks
- Adaptable. The role requires a willingness to take on tasks outside of a narrowly defined role, and be multi-skilled
- Ability to create and leverage an effective network with key stakeholders
- Strong negotiation and communication skills
- Relevant tertiary qualification (e.g. Information Technology, Information Management, Publishing or related discipline)
- Proven project and change management skills and experience, with demonstrated ability to deliver the business benefits while managing time, cost and quality specifications
- Advanced digital and technology literacy, with the ability to interpret technical information, navigate complex business and platform systems, and use relevant tools (such as Atlassian products) to support and deliver testing, incident coordination, release management and operational improvement
- Demonstrated commitment to best practice principles and continuous improvement

Desirable

- Previous experience in a similar technical product or platform related role
- Extensive knowledge of and experience in the information services and/or publishing industries, including a thorough understanding of the print and digital production environments

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: _____