RMIT UNIVERSITY

Position Description – Program Manager IDAM

Position Details

Position Title: Program Manager – One Identity (IDAM)

College/Portfolio: Portfolio & Planning, Ops.   **School/Group:** Information Technology Services

Campus Location: Based at the Melbourne (City) campus but may be required to work and/or be based at other campuses of the University.

Classification: HEW 10A   **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: Portfolio Manager, Operations

No. of Direct reports: 3

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

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology (ICT) systems and services and support to the university's staff and student for both administrative and academic programs. ITS is also responsible for the university's wide-area broadband network and unified communication/collaboration services. Our role is to support RMIT's high quality teaching, learning, research, and administrative activities.

Information Technology is of increasing importance to the research, teaching and learning life of a university, particularly a 'global University of technology and design' like RMIT. ITS has developed in conjunction with the broader University, an ICT Plan to 2020. This plan highlights five goals for ICT within RMIT. They include:

1. Best in class digital student experience – invest in new technologies which transform the student experience and underpin the digital strategy.
2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation.
3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model.
4. Data to fuel differentiation & decisions – Ensure quality data and integrated systems are available to support data-based decision making and enable personalised and contextualised services.
5. Simple & secure technology foundations – ensure technology is implified, free of duplication, and secure.

ITS has an essential role to play in realising these goals.

Position Summary

The Program Manager is accountable for the successful establishment and delivery of the Identity and Access Management (IDAM) Program within the Cybersecurity Portfolio. This includes the implementation of enterprise Identity Governance, Access Management, Role-Based Access Control (RBAC), and related integrations across Australian and Vietnam operations.

The Program Manager will lead program planning, procurement, stakeholder engagement, and delivery of the multi-year roadmap for the IDAM uplift. The role ensures all projects under the program are aligned to enterprise cybersecurity objectives, deliver measurable business value, and address existing identity management pain points across the University.

The incumbent will provide strong leadership across multidisciplinary teams, including internal staff, contingent resources, and partner vendors. The Program Manager will also play a key role in procurement activities, vendor selection, contract management, and delivery sequencing to ensure successful implementation and adoption of One Identity and related solutions.

Key Accountabilities

- Lead the planning, procurement, and delivery of the IDAM Program, ensuring alignment to cybersecurity uplift priorities and enterprise architecture standards.
- Develop and maintain the IDAM roadmap and delivery plan, sequencing program components such as Identity Governance (IGA), Privileged Access Management (PAM), Customer Identity (CIAM), and RBAC implementation.
- Manage vendor and partner engagements, including leading tender processes, evaluation, and selection activities in collaboration with Procurement and Legal.
- Oversee program governance, stakeholder engagement, and communication plans to ensure effective collaboration across business units, portfolios, colleges, and research entities.
- Lead the program team, ensuring clear accountability, delivery discipline, and adherence to best-practice program management methodologies.
- Manage budgets, forecasts, and financial performance of the program, ensuring expenditure aligns with delivery milestones and benefits realization targets.
- Identify, track, and mitigate risks, issues, and interdependencies across technical, operational, and business streams.
- Ensure the program delivers tangible outcomes for all defined personas and supports secure, efficient, and compliant identity lifecycle management.
- Drive continuous improvement, ensuring solutions and processes support long-term scalability, automation, and operational efficiency.
- Collaborate with the broader CISO and ITS leadership to ensure seamless transition of IDAM solutions into business-as-usual operations and service management functions.

Key Selection Criteria

Essential:
1. Extensive experience in senior project or program management roles delivering large-scale, complex technology programs, preferably within Cybersecurity or Enterprise Systems domains.
2. Proven track record of leading multi-vendor and multi-stream programs, including responsibility for procurement, vendor selection, and delivery oversight of third-party suppliers.
3. Strong leadership and stakeholder engagement skills with demonstrated ability to collaborate across diverse groups, including technical teams, business units, and executive stakeholders.
4. Experience in budget and financial management for multi-year program(s) exceeding $10M, with a strong focus on benefit realization and cost transparency.
5. Exceptional communication and negotiation skills, with the ability to clearly articulate technical outcomes and strategic value to non-technical audiences.
6. Demonstrated ability to build, lead, and motivate multidisciplinary teams, including internal and contingent resources, to achieve program objectives.
7. Certification in Program or Project Management (e.g., MSP, PgMP, PMP, PRINCE2) and understanding of agile and hybrid delivery methodologies.

Desirable:
- Prior experience delivering or leading IDAM or One Identity solution implementations within large, multi-site organisations.
- Familiarity with enterprise Identity and Access Management concepts (IGA, PAM, CIAM, RBAC) and understanding of their role in cybersecurity strategy and compliance, with prior implementation experience considered advantageous.
- Exposure to higher education, government, or regulated enterprise environments.

Qualifications

Relevant tertiary qualifications and extensive experience required.
Prince 2 or PMBOK certified.
Program Management Professional (PgMP) certification (preferred)
Agile Certification i.e. SAFe, Scrum (preferred)

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.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: