



Position Description – Senior Apple Technician

Position Details

Position Title: Senior Apple Technician

Position Number:

College/Portfolio: Operations

School/Group: Information Technology Services / University Operations

Campus Location: Based at the City campus but 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 leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka,

Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal 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

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa**— a “**commitment to share**” - **an important step in our reconciliation journey**.
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

RMIT Standings in university rankings

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2018 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

For more information, visit rmit.edu.au/about

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 Business Performance Improvement (EBPI), Communications, Enterprise Project Management Office (EPMO), Global Marketing & Student Recruitment, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

Information Technology Services

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology systems and 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 and decisions – Ensure quality data and integrated systems are available to support data based decision making, and enable personalised and contextualised services
5. Simple and secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure

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

Website: www.rmit.edu.au/its

Position Summary

The Senior Apple Technician will be responsible for the support and on going deployment of Apple technologies for the University staff and labs. The Senior Apple Technician will gather requirements and build solutions and have a proficient understand and knowledge of Apple technologies.

The Senior Apple Technician will provide advice and support to the Field Services team in relation to Apple products. The Senior Apple Technician will work closely with all areas of ITS, ensuring all the needs of the University are met and reflected across the Apple fleet.

Reporting Line

Reports to: Team Lead, End User Technologies

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.

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. Responsible for providing technical advice for Apple teaching and learning environments, providing solutions and advice to the Field Services team.
2. Complete User application requests, gathering user requirements and complete application packaging requests.
3. Work with other ITS teams to migrate packages which have passed UAT into the production environment, and manage all user acceptance testing on new application requests.
4. Responsible for the deployment of applications within the Mac Managed Operating Environment.
5. Manage and support enterprise IT systems for the Mac Managed Operating Environment.
6. Develop and maintain documentation for Field Services, and the IT Service desk.
7. Ensure testing and implementation are completed and successful, providing input and recommendations for continuous improvement of tools and or processes.
8. Complete regular and ongoing reassessments and analysis of Mac MOE base build and platform components.

Key Selection Criteria

1. Exceptional customer service focus and an ability to work under pressure in a complex technical environment.
2. Demonstrated experience in building, managing and developing a team of experienced technical staff, prioritising work effectively to meet demand.
3. Excellent communication skills and the ability to build lasting relationships with a range of stakeholders.
4. Demonstrated technical skill and the experience in the supporting a Mac Managed Operating Environment.
5. Strong understanding of Apple technologies such as OS X, Mac App store, and App Store (iOS).
6. Proven ability to work autonomously, be adaptable to changing technologies and adherence to defined work processes.
7. Significant desktop support experience.
8. Demonstrated ability to lead and prioritise tasks and deliver a quality service to the University.

Qualifications

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

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