

Position Description – Service Management Lead

Position Details

Position Title: Service Management Lead

College/Portfolio: Information Technology Services **School/Group:** University Operations

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

Classification: HEW 8 **Time Fraction:** 1.0

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Senior Manager, service Management

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.



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.

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 & 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 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

This role provides strategic leadership in IT Service Management (ITSM), aligning initiatives to the university's strategic objectives and ITSM roadmap. As process co-owner for Incident, Problem, Change, and Release Management, it ensures adherence to ITIL practices and effective operational governance.

The position leads core ITSM functions, including incident response, Problem, Change and release coordination, and post-incident reviews, while driving continuous process improvement and SLA performance. It fosters strong stakeholder engagement across ITS, the university, and third-party providers, and supports clear communication and reporting.

The role also includes mentoring teams, strengthening ITIL maturity, and participating in a 24x7 Major Incident Management (MIM) on-call roster

Key Accountabilities

Strategic Leadership

- Support strategic leadership efforts and continuous improvement across all ITSM functions, contributing to initiatives aligned with the university's strategic objectives and ITSM roadmap.
- Serve as the process co-owner for Incident, Change, Release and Problem Management, ensuring efficient handling protocols and adherence to ITIL standards.

Stakeholder Engagement

- Contribute to operational performance reporting, preparing monthly IT Service Management SLA reports and identifying insights to support improvement actions
- Support stakeholder engagement by helping maintain effective communication channels across ITS, University Stakeholders, and third-party service providers.
- Support management and continuous improvement of the ITS Service Catalogue and Knowledge Management practices, promoting shift-left principles to enhance ticket triaging and resolution times.

Operational Management

- Lead the end-to-end delivery of Major Incident, Problem, and Change Management processes, ensuring alignment with ITIL, COBIT, and organisational governance standards.
- Coordinate and manage Major Incidents (P1/P2), driving rapid service restoration through effective leadership of technical teams, vendors, and stakeholders.
- Participate in a 24x7 on-call roster for Major Incident Management, providing after-hours leadership and escalation support as required.

- Chair incident bridge calls and provide clear direction during critical incidents, ensuring timely decision-making and escalation where required.
 - Deliver structured, timely communications to business and executive stakeholders during incidents, including impact, status, and recovery timelines.
 - Ensure accurate and audit-compliant documentation of incidents, problems, and changes within the ITSM platform, maintaining full traceability.
 - Lead Post-Incident Reviews (PIRs), ensuring root causes are identified, actions assigned, and outcomes tracked to completion.
 - Drive Problem Management practices including root cause analysis (RCA), known error management, and systemic remediation to prevent recurrence of incidents.
 - Maintain oversight of the Problem portfolio, ensuring prioritisation, progress tracking, and integration with risk and knowledge management practices.
 - Ensure all remediation activities are governed through the Change Management process, maintaining control, risk assessment, and compliance.
 - Facilitate Change governance forums (e.g. CAB), ensuring changes are assessed for impact, risk, and scheduling to minimise business disruption.
 - Oversee Emergency Change processes during major incidents, ensuring controlled and risk-balanced implementation of urgent fixes.
 - Drive continual service improvement through trend analysis, metrics, and lessons learned across incident, problem, and change processes.
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Key Selection Criteria

- Demonstrated experience in Incident, Problem, and Change Management with strong ITIL knowledge
- Excellent communication, facilitation, and stakeholder engagement skills across all levels
- Strong analytical, problem-solving, and decision-making capability under pressure
- Proven ability to prioritise, plan, and manage multiple competing demands effectively
- Good understanding of IT infrastructure, applications, reporting tools, and vendor management
- Ability to build strong relationships and negotiate outcomes with internal and external stakeholders

Mandatory: Ability and willingness to participate in a 24x7 Major Incident Management (MIM) on-call roster

Qualifications

Tertiary qualifications in Information Technology, or equivalent experience
ITIL Fundamentals V3/V4 certificate
ITIL Service Operations

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.