Position Description – <Insert Position Title>

Position Details

Position Title:	Solution Consultant
Position Number:	JR43088
College/Portfolio:	Operations
School/Group:	ITS
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	X
Employment Type:	X
Time Fraction:	1.0

RMIT University

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

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

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

Solution Consulting is a dedicated team within the Strategy, Engagement and Innovation function of ITS. Their core focus is on strategic collaboration with business stakeholders across RMIT University, RMIT Online, and RMIT Up.
Working in close partnership with the Business Technology Partner (BTP), the team delivers a suite of high-impact services including Strategic and Business Planning, Initiative Management and Prioritisation, Project Investment Planning and Business Portfolio IT Road mapping. This role demands a versatile skill set encompassing business consulting, critical thinking, problem-solving, solution design, and initiative coordination. A Solution Consultant must be adaptable and ready to navigate a dynamic workload, addressing complex challenges and managing multiple initiatives.
In this exciting position, you will collaborate with teams across ITS and the broader RMIT community, gaining firsthand insight into the remarkable work being done by our researchers, academics, and operational teams to enhance the experience of both students and staff.

Reporting Line

Reports to: Lead Solution Consultant

Direct reports: NA

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.

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

- Engage business stakeholders to develop a deep understanding of their business domain.
- Partner with the BTP and stakeholders to manage ITS Initiatives throughout the Initiative lifecycle.
- Collaborate with stakeholders to identify business challenges and propose effective solutions.
- Elicit and translate high-level business requirements into system functionality using appropriate techniques (e.g., workshops, process modelling, use cases).
- Lead small projects through to business case approval.
- Work with internal ITS teams to determine solution options that meet stakeholder needs.
- Coordinate with Delivery teams to plan and execute projects and enhancements.
- Drive process improvements across ITS methodologies.
- Deliver presentations, develop informational materials and continuously improve processes.

Key Selection Criteria

- Strong consulting experience and knowledge of IT applications in the education sector.
- Skilled in requirements elicitation, analytical problem-solving, and applying data models, technology standards, and architecture guidelines.
- Strong critical thinking skills, comfortable working with ambiguity, and able to translate conceptual ideas into practical solutions.
- Proven ability to influence, negotiate, and build consensus with diverse IT and business stakeholders, including senior management.
- Excellent written, verbal, and facilitation skills, with strong change leadership capabilities.
- Outcomes-focused and able to work autonomously, managing multiple initiatives to deliver quality results on time.

Qualifications

Minimum 5 years' experience in Information Technology

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.

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