



Position Description – Service Operations & Resilience Lead

Position Details

Position Title: Service Operations & Resilience Lead

College/Portfolio: Service Management **School/Group:** Information Technology Services

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

Classification: HEW 9 **Time Fraction:** 1.0

Employment Type: Continuing

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.



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.

Position Summary

The Operations & Resilience Lead is responsible for the effective delivery of core IT Service Management processes, including Incident, Problem, Change, and Major Incident Management, alongside the management of Disaster Recovery (DR) and resilience capabilities across ITS.

The role ensures service stability, rapid recovery of incidents impacting business operations, operational continuity, and organisational resilience by embedding best practice processes, coordinating incident response and recovery, facilitating recovery planning and testing, and driving continuous improvement across service operations in a 24x7 environment.

Working closely with internal teams, business stakeholders, and vendors, the role provides oversight of service performance, risk, and resilience posture, ensuring systems and services can be effectively restored and maintained in line with organisational and regulatory expectations. The role is also accountable for ensuring that communication to key stakeholders during incidents is clear, concise, and delivered in a timely manner in accordance with agreed communication standards.

Key Accountabilities

1. Manage Disaster Recovery (DR) plans, including implementation of procedures, controls, and security measures.
2. Develop and embed DR processes, standards, and best practices across ITS.
3. Maintain DR documentation, standards, and a central repository of recovery and business resumption procedures.
4. Conduct risk analysis and support Business Impact Assessments (BIA), including definition of critical services and recovery objectives (RTO/RPO).

5. Coordinate development of recovery procedures and act as a coordination point during disaster events and recovery activities.
 6. Plan, coordinate, and execute DR and business continuity testing, ensuring effectiveness of recovery capabilities.
 7. Manage and track remediation actions from DR testing, audit findings, and resilience reviews within agreed timeframes.
 8. Develop and maintain DR reporting and dashboards to provide visibility of resilience posture, risks, and testing outcomes.
 9. Contribute to the maintenance and review of the IT Business Continuity Plan (BCP) across all locations.
 10. Lead and coordinate Incident and Major Incident Management, ensuring timely response, effective escalation, and restoration of services within agreed SLAs.
 11. Participate in a 24x7 Major Incident (MI) on-call roster, providing leadership, coordination, and stakeholder communication during critical incidents.
 12. Drive Problem Management practices, including root cause analysis, trend identification, and implementation of preventative actions.
 13. Govern and support Change Management processes, ensuring risk assessment, impact analysis, and successful change implementation with minimal disruption.
 14. Monitor and improve service performance and stability, using data and insights to reduce incidents and improve service reliability.
 15. Collaborate with technical teams, business stakeholders, and vendors to resolve service issues and improve operational outcomes.
 16. Develop and maintain operational reporting and dashboards to provide visibility of service performance, incident trends, and improvement opportunities.
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Key Selection Criteria

- Strong stakeholder engagement and communication skills, with the ability to work effectively across technical teams, business units, and vendors, including during high-pressure incidents.
- Demonstrated ability to work autonomously, manage competing priorities, and lead coordination during major incidents and service disruptions.
- Proven ability to lead and coordinate Disaster Recovery (DR) testing, incident response, and recovery activities to ensure effective restoration of services.
- Experience in developing documentation, reporting, and dashboards, and managing audit findings, risks, and remediation activities through to closure.
- Mandatory- Willingness and ability to participate in a 24x7 on-call roster supporting Major Incident Management (MIM), including leading incident coordination and stakeholder communication during critical events.

Qualifications

- A relevant tertiary qualification in Information Technology, Computer Science, or a related discipline, or an equivalent combination of education and relevant experience.
- Demonstrated experience in IT Service Management (ITSM) and Disaster Recovery (DR), resilience, or business continuity within a complex enterprise environment.
- Industry certifications such as ITIL (v3/v4) are highly desirable.
- Relevant certifications or training in Disaster Recovery, Business Continuity, or Risk Management (e.g. DRIL, ISO 22301, or similar) are desirable.

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.