RMIT UNIVERSITY

Position Description – Senior Technology & Operations Officer

Position Details

Position Title: Senior Technology & Operations Officer

College/Portfolio: College of Business & Law **School/Group:** Planning & Operations

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

Classification: HEW 6 **Time Fraction:** 1.0

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Manager, Operations

No. of Direct reports: 0

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

As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of six schools – five in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately $280 million, employs over 600 staff and delivers programs to approximately 31,000 students (21,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business and design. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings.

Position Summary

The Senior Technology & Operations Officer is a critical part of the Operations Team. Sitting within the fast-paced Operations Team this role supports the College of Business and Law in the creation of engaging student and staff facing content across multiple mediums. The role will create engaging thematic experience for occupants and visitors of COBL buildings.

Key Accountabilities

1. Plan, design and implement thematic experiences for occupants and visitors of COBL buildings across College of Business and Law technology platforms, including student-facing screens and projectors, holograms and robots.
2. Lead and/or support the development of scripts and briefs for College projects related to internal and external video and social media content.
3. Deliver effective and responsive administrative support and customer service to support facility maintenance and resource services for the College of Business and Law, across all its buildings.
4. Uplift staff capability on technologies in scope through delivery of user guides, workshops and other training.
5. Promote, provide advice and support on available technologies to stakeholders and support the acquisition and implementation of new technology in partnership with other College, and university stakeholders. Ensure all administrative and operational processes are developed, mapped, and documented in addition to maintaining accurate data records, log of queries and development of reports in relevant systems.
6. Support and coordinate the use of technology assets for events and activities (i.e. Open Day, Townhall, etc.), including administering booking, advising, responding to enquiries, planning, scripting and delivering technical support.
7. Develop and maintain strong working relationships with key stakeholders across the School, University and industry sectors.
8. As required, represent the Department on College-wide working groups such as Health, Safety and Wellbeing committee, and College Technology working groups.
9. Lead and/or support the design, production (including printing) and ongoing maintenance of digital artefacts and information resources for Health, Safety and Wellbeing (HSW) and other College functions. Undertake projects and other duties as directed by the Manager, Operations

Key Selection Criteria

Essential:

1. Demonstrated ability to create engaging visual content.
2. Excellent communication skills and ability to learn bespoke content software.
3. Excellent organisational and administrative skills. Demonstrated ability to multi-task and be agile when managing requests/ workflow in a challenging and dynamic environment.
4. Ability to consult and interact effectively with all levels of the organisation and develop strong business partnerships internally.
5. Analytical skills, including data analysis. Proven ability to independently analyse and interpret a wide range of information from varying sources, to make rational decisions, and to be creative and flexible in managing complex problems.
6. Demonstrated initiative and problem-solving skills to ensure continuous improvement in service delivery
7. Contemporary knowledge and demonstrated experience of digital and online media and technologies
8. Ability to work collaboratively, positively and flexibly as an active team member as well as independently to achieve results.

Qualifications

Relevant tertiary qualifications or demonstrated experience

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.

1. Plan, design and implement thematic experiences for occupants and visitors of COBL buildings across College of Business and Law technology platforms, including student-facing screens and projectors, holograms and robots.
2. Lead and/or support the development of scripts and briefs for College projects related to internal and external video and social media content.