

Position Description – Technical Officer, ICT

Position Details

Position Title: Technical Officer, ICT

College/Portfolio: Vocational Education **School/Group:** Planning & Resources

Campus Location: Primarily based at either the CBD, Brunswick or Bundoora campus campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 5 **Time Fraction:** 1.0 FTE

Employment Type: Continuing, Part time

Reporting Line: Technical Services Coordinator

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

The purpose of RMIT's College of Vocational Education is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, ALiVE@RMIT, purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Pro Vice Chancellor, the College of VE is reimagining how we deliver vocational education to create unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

Planning and Resources

Our planning and resources function puts the student at the centre of our thinking through a precinct-based approach that delivers the right support where it is needed most. This enables us to deliver a consistent student and staff experience with differentiation between whole of college services and bespoke units or functions.

Position Summary

The Technical Officer will provide technical support and services to Staff, Students and Partners to achieve teaching and commercial outcomes within the College of VE.

With an expertise skillset related to Information Communications Technology (ICT), the Technical Officer will assist with technical facilities and ensure that they are maintained to the highest industry and educational standards. Working across a wide range of activities, equipment and processes, employed within these facilities.

Key Accountabilities

- Provide technical support and services to staff and students. Actively participate in learning and teaching activities to ensure technical services, materials and equipment are maintained, safe and available. Maintaining a harmonious service-oriented culture to enable the prioritisation of maintenance activities and requests.
- Support staff on technical matters in regard to equipment use, induction, technical design, safety instructions and technical knowledge.
- Review, maintain and purchase technical equipment and materials to agreed schedules and processes.
- Proactively participate in Risk Assessments, HSW Walkthroughs and audits for technical spaces and equipment. Respond to Safety incidents and support the facilitation of best practice in relation to HSW and OHS requirements in technical environments.
- Provide access to specialist spaces and equipment. Induction of staff and contractors where applicable.
- Maintain effective working relationships with all relevant stakeholders and use effective and appropriate communication in dealing with internal and external contacts.
- Perform other duties as requested by the Manager.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- This role may be required to work across all Planning & Resources teams and functions to support the business throughout peak periods.

Key Selection Criteria

1. Proven technical knowledge and expertise in ICT. Experience or certification in Cisco networking.
2. Demonstrated experience in maintaining networking equipment and labs or equivalent industry experience, including coordinating maintenance of equipment and environments.
3. Demonstrated knowledge and application of HSW and OHS legislation and regulations (use, storage, handling). Particularly in regard to technical Workshops and equipment.
4. High level oral and written communication skills, with a proven ability to communicate effectively with a broad range of individuals and groups from diverse backgrounds.

5. Demonstrated ability to deliver flexible solutions to technical problems, preferably within an educational context.
6. Ability to demonstrate flexibility and initiative, by working independently and with limited direction, as well as effectively within a dynamic team environment with multiple and conflicting priorities and competing deadlines.
7. Demonstrated ability to use information, communication and purchasing platforms effectively, including Microsoft Office software packages, web and email software.

Qualifications

Relevant tertiary qualification and/or equivalent combination of knowledge, experience and education/training.

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.