Position Description – Technical Officer Network Management

Position Details

Position Title: Technical Officer - Network Management

College/Portfolio: STEM College

School/Group: STEM College Operations

Campus Location: Based at the City campus but may be required to work and/or be based at other campuses of the University.

Classification: HEW 6

Employment Type: Continuing

Time Fraction: 1.0 (flexible arrangements considered)

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

The STEM College

The STEM College holds a leading position and expertise in the science, technology, engineering, mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industry as never before.

The STEM College is a community of exceptional STEM researchers, teachers, inventors, designers and game-changers, supported by talented professional staff. We offer higher education programs across all STEM disciplines at the Bachelor, Master and PhD levels, and ensure our students experience an education that is work-aligned and life-changing.

The College is renowned for its exemplary research in many STEM areas including advanced manufacturing and design; computing technologies; health innovation and translational medicine; nano materials and devices; and sustainable systems. Our brilliant researchers attract funding from government and industry sources.

Industry is at the heart of what we do. It ensures our research has real world impact and our students are truly work-ready. We have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community to achieve their potential. The College appointed Victoria's first ever Dean of STEMM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity and inclusion strategies across the College.

The STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders.
https://www.rmit.edu.au/about/schools-colleges/stem-college

Position Summary

Under general guidance of the Technical Coordinator, this role provides hands-on research computing support to STEM research groups and facilities. The focus is on deploying and maintaining small-scale HPC/compute nodes and GPU workstations, Linux/Windows servers, research data storage/backup, instrument-PC integration, and secure networking-enabling reproducible, efficient, and compliant research workflows. The role partners closely with Technical Coordinators, Academic Researchers and central IT(ITS) to scope needs, implement solutions, and monitor capacity/performance. This position primarily supports research; classroom teaching support as required.

Reporting Line

Reports to: Technical Coordinator

Direct reports: NIL

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.

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

- Research compute operations: commission, configure, and maintain on-prem Linux/Windows servers, GPU servers, VMWare ESXi host and small HPC nodes used by research groups; manage user access, quotas, and environments.
- GPU & scheduling enablement: install/maintain NVIDIA drivers and CUDA toolkits; support basic SLURM job submission/testing (or connectors to school/central schedulers); validate example jobs and performance.
- User and server resources management: CPU, GPU, Memory, Disk Space
- Server statistics: Zabbix and Power BI.

- Environments & reproducibility: build and document research software stacks (conda/venv, modules), containers (Apptainer/Singularity, Docker where appropriate).
- Research data lifecycle: implement storage allocations (NAS/NFS/SMB), snapshot/backup routines, data transfer workflows, and basic integrity checks (hashing); align to RMIT research data governance and retention.
- Instrument & lab system integration: manage drivers/firmware; implement reliable data offload/ingest pipelines into storage.
- Networking for research: patch and document racks/patch panels; coordinate VLANs, DHCP/DNS, firewall change requests with relevant stakeholders; maintain tidy, labelled cabling and rack safety.
- Automation & monitoring: script routine tasks in Python/Bash/PowerShell; contribute to light-touch configuration management (e.g., Ansible) and basic health/usage monitoring and log collection.
- Security & compliance: apply account lifecycle controls, Linux hardening/patching, credential hygiene, and access controls appropriate to sensitive/controlled datasets; keep SOPs/SWIs/RAs current.
- Consultation & enablement: provide one-to-one consults and small clinics for researchers (e.g., environment setup, data workflows, containerisation); write clear runbooks and quick-reference guides.
- Procurement & lifecycle: scope solutions, seek quotes, prepare acceptance tests, maintain asset/config registers, schedule maintenance windows, and plan refresh/decommissioning.
- Continuous improvement & reporting: track capacity, uptime, incident trends, and user feedback; propose pragmatic upgrades and process improvements aligned to research needs and budget.
- Work across multiple campuses and server rooms with occasion after-hours maintenance windows

Key Selection Criteria

1. 2–3 years' experience supporting research computing (or similar server/HPC/GPU) environments in academia or industry.
2. Systems administration: practical experience with Linux and Windows Server install/config, package management, logging, user environments, and imaging/virtualisation.
3. Compute/GPU & schedulers: proven installation of NVIDIA CUDA toolkit and basic SLURM use; performance troubleshooting fundamentals.
4. Networking (foundational): understanding of TCP/IP, VLANs, DHCP/DNS, firewall concepts, and documentation; ability to coordinate changes with central teams.
5. Scripting & tooling: ability to automate with Python, Bash and/or PowerShell; Git basics; familiarity with desirable.
6. Data management: experience with NAS/NFS/SMB, backup/restore, integrity checks, and pragmatic retention approaches suited to research.
7. Stakeholder service & communication: consultative approach; clear documentation/runbooks; ability to translate research needs into stable, supportable technical solutions.
8. Safety & compliance: Demonstrated understanding of current OH&S legislation with knowledge of other field or industry regulations or standards related to the field within the scope of the service area.

Qualifications

- A relevant tertiary qualification or relevant experience.
- Experience in a financial management role with reporting experience in a large, complex organisation.Desirable: Vendor training in CUDA/GPU or SLURM; ITIL Foundation

Note: Appointment to this position is subject to passing a Working with Children Check, Medical Assessment 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: