



Associate Director, Information Technology Services

Position Details

Position Title:	Associate Director, Information Technology Services
Division/ Centre:	Operations
Department:	Information Technology Services
Campus Location:	Based at the Saigon South campus but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PS10c
Time Fraction:	1.0

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal 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

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University across 3 locations in Ho Chi Minh, Hanoi and DaNang. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education

and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

www.rmit.edu.vn

Position Summary

Reporting to the Executive Director Operations Vietnam, the Associate Director, Information Technology Services leads and manages the onsite ITS services for the RMIT Vietnam's 3 campus. The role works collaboratively with ITS teams in Melbourne. The role is crucial in aligning the strategic vision and leadership with ITS in Melbourne, ensuring effective implementation and delivery of IT services that support administrative and teaching needs in line with RMIT's Global Technology Strategy.

This position is responsible for the functional leadership of the RMIT Vietnam ITS team to support, and maintain regular communication and reporting to the Executive Director Operations Vietnam and the CIO and leadership team in Melbourne. Responsible for IT services in Vietnam are consistently aligned with the Universities overarching goals. The role emphasizes collaboration with Melbourne-based ITS teams to maintain a unified IT strategy across campuses.

The Associate Director is accountable for the end to end service delivery of technology enabled services for the South Saigon, Da Nang and Hanoi campuses in Vietnam. These are supported and enabled by effective team leadership and cross organisational relationship management.

As a key member of the Vietnam Operations and Global Technology team, this role collaborates closely with the with key stakeholders both in Vietnam and Melbourne and other University portfolios to support the realisation of business strategy enabled by technology services and support.

This role develops and sustains leadership of a high performing team in the planning, prioritisation and execution of services and outcomes, contributing to a digitally enabled student experience and assisting with technology innovations in the teaching and learning across the university in Vietnam and in line with RMIT Global Digital Strategy.

With a focus on the synergy between this function and the business, the Director will ensure wellbeing, individual goals, talent development of teams within the Director's portfolio and promote and contribute to fostering an inclusive community of talented global citizens that will comprise the next generation of leaders.

Reporting Line

Reports to: Executive Director Operations

Direct reports: 5 Managers

Organisational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory 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

- Lead and enable an innovative, service-oriented, and high performing team to deliver an exceptional digital technology experience to clients across all the university systems they use. Ensure that ITS leadership

- provides excellent client service delivery across all areas.
- Define metrics for user satisfaction and use results as a basis for continuous improvement.
 - In partnership with the key stakeholders oversee the management of a complex technology environment supporting the Universities IT systems across Vietnam through leading, developing and shaping the strategic framework for the suite of technology and digital services to support the evolving needs of the business and to ensure continual alignment and contribution to the University strategic vision.
 - Oversee the management of all hardware and software infrastructure requirements including desktop, laptop, printer, audio visual equipment, asset registers and telephones throughout RMIT Vietnam sites and standard operating environments for all personal computing devices of the University especially those deployed for the purposes of Learning Teaching and Research.
 - Partner with key stakeholders alike to identify short and long term needs of the business, shaping the demand for technology and digital services and identifying appropriate solutions that enable the business vision to achieve greater efficiency through technology solutions.
 - Cultivate and sustain strong relationships at strategic levels across ITS and throughout the University, working collaboratively with executives and key stakeholders alike both internal and external and work effectively with vendors and service providers to ensure RMIT's needs are well articulated and understood.
 - Manage the business operations, including reporting, human resource management, ensuring compliance and alignment with RMIT University policies and contributing to the development of a financially and strategically viable ITS business.
 - Act as a trusted advisor in the effective use of information security technologies, policies, standards and risk management strategies, policies and standards, championing and cultivating awareness of information security risks and threats relevant to the University.
 - Provide thought leadership and innovation for the business in the effective use of sustainable digital technologies, resources and capabilities for delivering valuable business outcomes that align with the University strategic vision and values.
 - Contribute to an enhanced digitally enabled student experience by supporting RMIT Vietnam to develop a robust and flexible digital environment which meets student and staff expectations.
 - Manage strategic and tactical lifecycle programs across all ITS assets and systems
 - Leading the development of standards, procedures and policies across Infrastructure and Operations
 - Leading by example and adhering to best practise develop and motivate team members using a coaching and mentoring approach to manage performance.
 - Drive sustainable solution design aligned with RMIT needs in collaboration with the Project Delivery team and ITS colleagues through a provision of expert technical advice and insight, identification of emerging technologies, and ensuring alignment with Enterprise Architecture and commercial outcomes.
 - Ensure investment in technology is optimised by contributing to the delivery of strategic investment roadmaps within ITS, providing strong technical knowledge and expertise on current and emerging technologies and trends.

Key Selection Criteria

- Exceptional and proven ability to build and maintain a user-centred and service-minded work culture within a team.
- Significant experience in leading complex infrastructure projects.
- Strong knowledge of emerging technologies and their potential application to ITS organisation.
- Exceptional leadership skills in a complex, multi-cultural enterprise environment with high level stakeholders.
- Outcomes focussed achieved through leading high performing teams, mentoring and coaching team members through all stages of career and personal development. Demonstrated ability to direct and oversee programs of development for staffs' technical capabilities.
- Proven track record of strategic focus in technology investment planning and program delivery and proven track record in delivering on and effectively deploying these investments.
- Significant knowledge of enterprise technology environments, spanning networks, cloud computing, convergent AV, virtualisation, learning management systems, enterprise-level systems- integration, Finance and Human Resources applications platforms on a global scale.
- Demonstrable capability in strategic and tactical project and program management across the ITS fleet of

systems, infrastructure and hardware.

- Highly developed diagnostic, analytical and conceptual skills to identify and drive creative solutions and practical implementation strategies;
- Strong financial management experience and commercial acumen to oversee capital and operational budgets and resources of the function, to ensure current and future work priorities are delivered on time and within budget.
- Excellent fluency in communication in English and well as organisational and administrative skills in order to effectively facilitate professional service delivery of large geographically dispersed teams.
- Change agent with ability to influence, support and promote cultural transformation within the organisation.
- Ability to exercise initiative, think creatively, leverage relationships and promote an active approach to initiatives, so that staff are successful in achieving their objectives both locally and globally.
- Strong project management skills with a commitment to continuous improvement in work processes, to ensure quality outcomes.
- Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

Qualifications and Checks

Mandatory

- Relevant degree in technology, engineering, computer science or business systems
- Evidence of continuing professional development, such as Management, ITIL or Project Management Certification

Preferred

- Postgraduate level degree or certificate
- MBA or a Master's degree in relevant field (e.g. IT, Business Administration, Education Administration).

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is Linguaskills 170, equivalent to IELTS 6.5.

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

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