Position Description – Senior Consultant, Identity Operations

Position Details

Position Title:	Senior Consultant, Identity Operations
College/Portfolio:	Operations
School/Group:	ICT Service Management, ITS
Campus Location:	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8
Employment Type:	Fixed Term
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. 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. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also 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

Information Technology Services

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology systems and services. Our role is to support RMIT's high quality teaching, learning, research and administrative activities.

Information Technology is of increasing importance to the research, teaching and learning life of a university, particularly a 'global university of technology and design' like RMIT. ITS has developed, in conjunction with the broader University, an ICT Plan to 2020. This plan highlights five goals for ICT within RMIT. They include:

1. Best in class digital student experience – Invest in new technologies which transform the student experience and underpin the digital strategy.

2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation.

3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model.

4. Data to fuel differentiation & decisions – Ensure quality data and integrated systems are available to support data-based decision making and enable personalised and contextualised services.

5. Simple & secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure.

ITS has an essential role to play in realising these goals.

Position Summary

The Senior Consultant, Identity Operations is responsible in supporting the Operationalisation and running of security controls within the Cybersecurity Team. The role also leads in the identification and work-to-resolution of Security functions and Cyber threats that may impact on the availability and integrity of RMIT services. Building upon their demonstrated cybersecurity technology experience and knowledge in Identity controls, the Senior Consultant provides support and guidance to effectively configure security controls across the various Platform stacks to support Business as Usual (BAU) operations.

The role also supports the configuration and running of Security and Identity tools to measure, manage and report on the state of Information Security across the enterprise, including the analysis and resolution of cyber incidents.

The Senior Consultant actively collaborates with other operational teams to deliver a secure enterprise and advisory support to help RMIT manage today's increasing cybersecurity threat landscape.

Reporting Line

Reports to: Associate Director, Cybersecurity
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.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

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

- Support and advise the Senior Manager, Cybersecurity for the effective global operation of the Identity Management function.
- Responsible for supporting the delivery of Identity and Access Management function across RMIT Globally for staff, students and external entities.
- Establish deep partnerships with leadership, program management, product owners, development teams and external entities to ensure strategy is turned into actionable projects.
- Provide advice and expert recommendations in the design and implementation of infrastructure programs to ensure the development and maintenance of effective technology infrastructure.
- Support problem determination and root cause analysis for business impacting problems to ensure permanent corrective actions are implemented appropriately.
- Provide subject matter expertise and technical assistance on issues and incidents to ensure issues are resolved within a timely manner.
- Provide mentorship to junior members of the team.
- Actively participate and seek out opportunities to support different IS initiatives across CISO and ITS and provide subject matter advice and support.

Key Selection Criteria

1. Solid experience with Identity & Access Management Technologies and mainstream directory services (e.g. NetIQ, MS Active Directory, Azure AD).
2. Strong IAM background, specifically working on Microsoft Azure toolset.
3. Ability to Define access models for various user persona types, like external suppliers, external partners, guests etc using B2B, B2C etc
4. Ability to automate provisioning to SaaS, Azure and On-premise applications and then implementing automated access reviews for each.
5. Ability to automate birth-right access provisioning as part of the onboarding process.
6. Hands on capability as well as leading qualities to knowledge share with team members.
7. Exceptional teamwork abilities and a demonstrated capacity to work collegiately and collaboratively with others.
8. Technology solution design, engineering, development, and configuration experience.
9. Extensive understanding of managing/operating LDAP directories and databases and Active Directory Services.
10. 5+ years of experience in all aspects of identity, credential and access management for human and machine users with an exposure to a variety of IDM models including siloed, centralized and federated authentication.

11. Proven understanding of Advanced security technologies and concepts, including user provisioning, reconciliation, single sign-on, directory services, RBAC, PKI, SAML, OAuth, digital certificates, on premise and public cloud platform hosting.

12. Experience in various scripting technologies like Java, VB, PowerShell, Perl along with a solid understanding of XML and Identity Management APIs.

Qualifications

Post graduate qualification or extensive relevant experience gained through working in a university or corporate or government environment.

Endorsed:	Signature: Name: Ryan Saunders Title: CISO, ITS Date:	**Approved:**	Signature: Name: Title: Date: