



## Position Description – Service Management Lead

### Position Details

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<b>Position Title:</b>	Service Management Lead
<b>Position Number:</b>	TBC
<b>College/Portfolio:</b>	Operations
<b>School/Group:</b>	ITS
<b>Campus Location:</b>	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 8
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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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**

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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>

## **College/Portfolio/Group**

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The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

## **Position Summary**

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The Service Management Lead is responsible for the ongoing management, thought leadership, planning and delivery of efficient, effective and secure solutions for the Technology Bar(s), VIP IT Service, Day 1 Readiness Program, IT ticket escalations / case management, Customer First initiative and IT Service Management reporting, on a global scale for RMIT University.

The role will work with Third Party suppliers, ensuring performance in meeting contractual obligations and driving continuous improvement across ITS and College stakeholders.

The role will work with internal ITS teams (at a global level) reviewing ITSM SLA performance and identify focus areas for improvement.

Working in a team, ensuring key deliverables are met and collaborating with senior college stakeholders, ITS Directors and the CIO on strategic initiatives.

## **Reporting Line**

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Reports to: Director, Service Management & Operations

Direct reports: None

## **Organisational Accountabilities**

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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**

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1. Influence and guide a strategic direction across ITSM processes that aligns with the Universities goals and objectives.
2. Engage college stakeholders to communicate operational performance and manage continuous improvement activities end to end across ITS teams, Third party providers and Service Connect teams
3. Create monthly IT Service Management Service Level Agreement reports and review performance with a mindset of understanding workload insights and develop focus areas for improvement across all ITS technical streams and senior management
4. Co-manage Tier 1 third party service performance in relation to contractual obligations
5. Manage ITS Tech Bar and VIP services
6. Financial Management of Tech Bar and VIP stock
7. Manage ITS tickets that require escalations / special case management for efficient resolution
8. Contribute to the Customer First initiative – triage requests that the team may need to support
9. Project Manage Day1 Readiness activities across ITS – Semester 1 & 2

## **Key Selection Criteria**

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1. Demonstrated commercial acumen and experience in managing strategic and non-strategic external providers with a balanced approach
2. Demonstrated ability to build effective, trusted relationships in a collaborative and engaging manner with a broad range of internal and external stakeholders
3. Demonstrated ability to influence, negotiate and prioritise effectively with a broad range of stakeholders
4. Extensive experience in managing third party suppliers

## **Qualifications**

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1. Mandatory : 5+ years operational management in a complex environment
2. Mandatory : 5+ years experience in managing third party suppliers, demonstrating service improvement initiatives, financial management (including initiatives where cost reductions have been implemented) and excellence in performance / contractual obligations being met

Note: Appointment to this position is subject to passing a 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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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