

 RMIT Vietnam**IT Services & Support Officer****Position Details**

Position Title:	IT Services & Support Officer
Division/ Centre:	Operations
Department:	ITS
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:	PSV4
Time Fraction:	1.0 FTE

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 90,000 students and 10,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

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.

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. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, Spain, as a gateway for European research, industry, and government partnerships. Programs are offered through transnational partners in Singapore, Hong Kong, Sri Lanka, India and mainland China, with research and industry partnerships on every continent.

RMIT Standings in university rankings

RMIT is ranked 119th in the 2027 QS World University Rankings consolidating its reputation as a global leader in education and research. The University is also now ranked 10th in Australia.

The University is ranked 5th globally for its work to reduce inequalities (SDG 10), 30th in supporting decent work and economic growth (SDG 8), and overall 56th worldwide in the 2025 Times Higher Education Impact Rankings.

RMIT has eight subject areas ranked among the world's top 100 in the latest QS World University Rankings by Subject. Three subjects are ranked in the global top 50, with Architecture & Built Environment maintaining its strong global position at 15th while rising to 1st in Australia. Library & Information Management also improved to 1st in



Australia and is ranked 29th globally. Art & Design continues to be recognised among the world's leading disciplines, ranked equal 19th globally and 1st in Australia. Additional subjects ranked in the top 100 globally and among the top 10 in Australia include Materials Science, Accounting & Finance, Communication & Media Studies, Data Science & Artificial Intelligence, and Civil & Structural Engineering.

www.rmit.edu.au/about

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University and was established in the year 2000. As the leading international university in Vietnam with over 12,000 students, RMIT Vietnam has a high-quality, innovative teaching and learning culture, and a growing research and innovation capability. We provide internationally recognised high-quality education and research aligned to the needs of the Vietnam and ASEAN region. As an internationally recognised Australian university based in South-East Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region. Our teaching and research is highly engaged with industry across 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 English Language training through to undergraduate, post-graduate and PhD programs. All teaching at RMIT Vietnam is in English and maintain the same standards as Australia.

<https://www.rmit.edu.vn/about-us>

Position Summary

The IT Services & Support Officer is responsible for delivering high-quality technical support at both advanced first-level (Level 1) and intermediate (Level 1.5) tiers to end-users across RMIT Vietnam. This role plays a critical part in ensuring smooth and efficient IT operations by providing hands-on support for a range of issues related to Information Technology (IT), Audio-Visual (AV) systems, End-User Technology (EUT), and IT asset management.

In addition to day-to-day support, the role actively contributes to team initiatives, service improvement efforts, and ongoing projects. The IT Services & Support Officer also serves as a Subject Matter Expert (SME) in designated areas, helping to drive operational excellence and enhance the overall end-user experience.

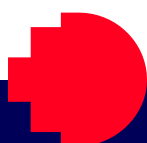
Reporting Line

Reports to: IT Service & Support Lead

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

- Act as first point of contact and provide Level 1 technical support via phone, email, walk-in, and ticketing system.
- Troubleshoot and resolve issues related to desktops, laptops, printers, AV systems, and other end-user



technologies.

- Log and maintain accurate, detailed records of service tickets and resolutions in the ticketing system.
- Assign tickets to appropriate second-line support and follow up to ensure resolution.
- Monitor unresolved issues, extract reports, and escalate when necessary.
- Ensure equitable workload distribution within the support team.
- Provide excellent customer service and professional communication with both staff and students.
- Support weekly and monthly reporting and other administrative tasks as required.
- Assist and guide other team members; contribute to documentation of best practices and knowledge sharing.
- Learn and apply new technical or soft skills as directed by the line manager.
- Participate in team-building activities and suggest process improvement initiatives.
- Perform other tasks as assigned by the IT Services & Support Lead or Customer Services Manager.
- Other duties commensurate with the scope of the role

Key Selection Criteria

- Tertiary qualification in IT, Communications, Engineering, Business, or related fields.
- At least four years of experience in a customer-facing IT support role.
- Strong troubleshooting skills in IT systems and end-user devices.
- Excellent verbal and written communication skills in both Vietnamese and English.
- High attention to detail and accuracy in managing information.
- Ability to work independently and collaboratively within a team.
- Good interpersonal and cross-cultural communication skills.
- Solid organizational and time management skills.
- Proficient in Microsoft Office 365 (Word, Excel, PowerPoint, Teams, etc.).
- Ability to display appropriate behaviours in line with the position, RMIT Values and RMIT Leadership Model.

English Proficiency

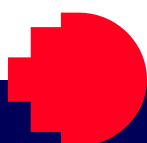
English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

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.

Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key



selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

Background checks

RMIT Vietnam is committed to providing a healthy and safe working, research and learning environment that enhances wellbeing across our community. As part of this commitment, all new employees are required to undergo background checks prior to commencing employment. Offers of employment are conditional upon the satisfactory completion of these checks. The specific requirements may vary depending on the nature of the role, as outlined in our Background Check Matrix.

Endorsed

Signature:

Name:

Title:

Date: Must filled section

Approved

Signature:

Name:

Title:

Date: Must filled section

