



# RMIT Vietnam

## Technical Delivery Lead

### Position Details

|                            |                          |
|----------------------------|--------------------------|
| Position Title:            | Technology Delivery Lead |
| Division/ Centre:          | Operations               |
| Department:                | ITS                      |
| Campus Location:           | Saigon South             |
| Job Grade/ Classification: | PS7                      |
| 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 125th in the 2026 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 in the top 100 globally in the latest QS World University Rankings by Subject. Four subjects retained their place in the top 50 with Art and Design also maintaining its number one position in Australia. Other standout results included Architecture and the Built Environment, ranked second in Australia and 25th globally, Communication and Media Studies, 4th in Australia and 42nd globally and Library & Information



Management coming in at 2nd in Australia and 29th globally. Business and Management ranks 7th in Australia.

[www.rmit.edu.au/about](http://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

As a Technical Delivery lead, you will be responsible for overseeing the delivery of end user technical work to the business units and ensure that the services provided meet the needs of the stakeholders, as well as the quality and performance expectations of the organization. These works include the new built or enhancement of end user technologies and Audio-Visual hardware / software installations across the university's teaching spaces & venues.

### Reporting Line

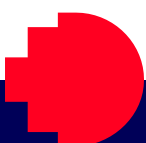
Reports to: IT Customer Services Manager

Direct Reports: 5 EUT/AV

Reporting lines may be adjusted in line with organisational changes.

## Key Accountabilities

- Partner closely with Solution Consultants, Business Technology Partners, and Engineering teams to understand business requirements and translate them into effective technical delivery plans and specifications.
- Lead and manage the end-to-end delivery lifecycle for End User Technology (EUT) and Audio Visual (AV) services, ensuring successful execution from planning through implementation and handover.
- Oversee the coordination and delivery of EUT and AV technical services to stakeholders, ensuring services are delivered efficiently, within agreed timelines, and aligned to defined service levels and operational standards.
- Build and maintain strong stakeholder relationships, acting as the primary liaison between business units and



the EUT and AV technical delivery teams.

- Manage stakeholder expectations and act as the key escalation point for issues, risks, and service impacts related to technical and AV delivery activities, including coordination with third-party vendors where required.
- Drive customer satisfaction through a proactive, solution-focused approach, continuous service improvement, and responsive stakeholder engagement.
- Monitor and track delivery progress, providing regular status updates, reporting, and communications to relevant stakeholders and leadership teams.
- Identify, assess, and mitigate delivery risks, dependencies, and operational impacts associated with EUT and AV initiatives and services.
- Implement and oversee quality assurance practices to ensure technical solutions and delivery outcomes meet operational, security, and customer standards.
- Ensure compliance with RMIT policies, governance requirements, and the Project Execution Framework where applicable.
- Identify opportunities for process optimisation and continuous improvement to enhance service quality, operational efficiency, and delivery effectiveness.
- Foster a collaborative, customer-centric, and high-performing team culture, supporting capability development and knowledge sharing across technical teams.
- Support resource planning, budgeting, and forecasting activities for EUT and AV delivery functions, ensuring effective allocation of resources and management of operational costs.
- Maintain current knowledge of emerging technologies, industry trends, and best practices relating to End User Technology and Audio Visual services, and provide recommendations for innovation and service enhancement.
- Support ITS colleagues to ensure effective and compliant technology asset management for all EUT and AV assets.
- Undertake other duties and responsibilities as directed by the line manager.

## Key Selection Criteria

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent experience).
- Minimum 7+ years of experience in a technical delivery leadership role.
- Proven track record of successfully delivering complex technology projects on time and within budget.
- Strong understanding of project management methodologies.
- Strong leadership skills with the ability to motivate and inspire a team.
- Working knowledge with PowerBI or other similar reporting tools.
- Strong problem-solving and troubleshooting abilities, with a customer-centric approach.
- In-depth knowledge of ITIL framework and IT service management principles.
- Experience with IT service management tools (Jira, ServiceNow)
- Excellent communication and interpersonal skills, with the ability to effectively communicate technical concepts to non-technical users.
- Excellent diplomacy, facilitation, influencing and negotiation skills and demonstrated ability to adapt these to a diverse range of stakeholders and contexts at senior leadership levels
- Strong organisational and time management skills, with the ability to prioritize and manage multiple tasks



simultaneously.

- Demonstrated knowledge and commitment to continuous improvement principles.
- Ability to display appropriate behaviours in line with the position and RMIT Values.
- IT certifications such as ITIL, PMP are desirable.

## 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 6.5 (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: Tammy Van

Title: HRBP

**Date: Must filled section**

### Approved

Signature:

Name: Alexander Lewis

Title: Associate Director, ITS

**Date: Must filled section**

