

RMIT Vietnam

Director Information Technology Services

Position Details

Position Title:	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:	E1
Time Fraction:	1.0 (Full time)

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.

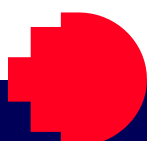
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, 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.

In the latest Times Higher Education Sustainability Impact Ratings 2026, RMIT is ranked equal 63rd globally and has achieved outstanding results across the United Nations Sustainable Development Goals, including 1st globally for Clean Water and Sanitation (SDG 6), 3rd for Reduced Inequalities (SDG 10), and 8th for Decent Work and Economic Growth (SDG 8).

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 ranked 15th globally and 1st in Australia. Library & Information Management is ranked 29th globally and 1st in Australia, while Art & Design is ranked equal 19th globally and 1st in Australia. Additional subjects ranked in the global top 100 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.

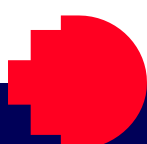
<https://www.rmit.edu.vn/about-us>

Position Summary

The Director, Information Technology Services is a senior executive leadership role responsible for defining the strategic vision, digital transformation roadmap, and overall governance of the IT ecosystem at RMIT University Vietnam. Reporting directly to the Deputy General Director and holding an indirect reporting relationship to the Melbourne-based Chief Information Officer (CIO), the position ensures that the regional technology infrastructure, service delivery, and software capabilities fully align with RMIT's Global Digital Strategy. The position represents RMIT Vietnam at the executive level, partnering with senior academic and operations leaders to deliver a world-class, digitally enabled student and staff experience.

The position oversees the department's strategic positioning. The position chairs capital steering groups, secures strategic funding (CapEx), negotiates major technology alliances, and enforces robust IT governance, cyber safety, and regulatory compliance in Vietnam (including Cybersecurity Law and Personal Data Protection Decree - PDPD). The position serves as the ultimate sponsor and governance referee for the IT department, resolving critical risks and establishing a clear Segregation of Duties between Project Delivery and independent Compliance/Service Quality audits.

With a focus on the synergy between this function and the business, the position will ensure wellbeing, individual goals, talent development of teams within the position'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:	Deputy General Director
Indirectly reports to:	Chief Information Officer (Melbourne-based)
Direct report:	Approximately 8-10 direct reports which manage teams within the ITS structure. This could change depending on structural requirements.

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

Infrastructure and Security Strategy

- Define the strategic architectural vision and technology infrastructure standards for RMIT Vietnam, sponsoring large-scale network modernization, data center virtualization, and cloud transition strategies (AWS/Azure).
- Act as the ultimate regional executive sponsor for cybersecurity, driving a 'Zero-Trust' security posture, overseeing regional risk tolerance, and ensuring alignment with RMIT Global CISO frameworks.
- Authorize major Capital Expenditure (CapEx) investments for multi-campus business continuity, emergency disaster recovery planning (BC/DR), and critical security infrastructure.

Digital Student Experience and CSAT Standards

- Champion the long-term vision for an outstanding digital student experience, sponsoring the integration of smart campus technologies and advanced Audio-Visual (AV) capabilities in teaching, learning, and research spaces.
- Establish high-level Service Level Agreements (SLAs) and Customer Satisfaction (CSAT) standard metrics with executive academic and operational stakeholders, holding the AD accountable for operational SLA achievement.
- Represent the Vietnam ITS division in senior university boards, advocating for technology-enabled services that directly enhance student enrollment, retention, and educational delivery.

Capital Works Portfolio & Executive Engagement

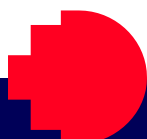
- Sponsor the RMIT Vietnam technology capital project portfolio, chairing steering committees, and presenting high-value business cases to Melbourne Global ITS and Vietnam's Operations board to secure project funding.
- Cultivate strong, strategic relationships with executive stakeholders, university deans, and division heads to manage tech demand, prioritize initiatives, and align IT delivery with RMIT's 5-year global strategy.
- Lead institutional change management strategies, advocating for digital transformation at the executive level and ensuring business units are fully enabled to adopt new technical solutions with high ROI.

Enterprise Applications & Academic Systems

- Formulate and approve the enterprise application and core academic systems (SAMS, Canvas LMS, MyTimetable) roadmap, ensuring software localization and seamless integration with Melbourne-based systems.
- Foster a culture of digital innovation and process automation to drive institutional efficiency, sponsoring the transition of manual university operations into modern, automated digital workflows.
- Oversee strategic software quality assurance and release management standards, ensuring critical academic timelines (such as student admissions, course registrations, and grade publishing) are supported by high-performing systems.

IT Governance, Compliance and Service Excellence

- Establish the regional IT compliance framework, taking ultimate executive accountability for ensuring all technology operations, cloud storage, and personal data usage fully align with local Vietnamese laws (including the Cybersecurity Law and Personal Data Protection Decree - PDPD) and Australian tertiary regulations (TEQSA).
- Serve as the ultimate governance referee for the IT department, enforcing strict Segregation of Duties (SoD) to ensure that IT GRC and Service Quality Management (SQM) operate as an independent control gate over Project Delivery (PMO).
- Champion IT Service Management (ITSM) excellence and IT Asset Management (ITAM) policies, ensuring that independent auditing of hardware lifecycles, software license compliance, and strategic vendor performance is rigorously maintained.
- Oversee strategic vendor alliances, serving as the final escalation point for critical IT service contract negotiations and key vendor dispute resolutions.



Any additional relevant duties required for business operations.

Key Selection Criteria

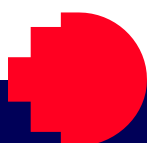
- Bachelor's degree in computer science, Information Technology, Engineering, or Business Systems, complemented by an MBA or relevant Master's degree. Advanced certifications (e.g., ITIL, PMP, CISM, or TOGAF) are highly desirable.
- Exceptional, proven ability to provide strategic technology vision and executive sponsorship for a complex IT department within a major multi-site international tertiary education or global corporate environment focusing on long-term technological roadmaps.
- Proven track record of developing and driving multi-year regional digital technology roadmaps, defining enterprise architecture standards, and aligning local technology execution with global digital transformation strategies.
- Demonstrated success working collaboratively with international executive teams to seamlessly align local technology services with global digital and technology strategies, acting as an authoritative counterpart to international C-suite leaders to co-design technology policy and standardized enterprise environments.
- Substantive experience in strategic technology investment planning, roadmap development, chairing capital steering committees, and securing executive funding (CapEx) for large-scale technology deployments
- Demonstrated leadership in strategic workforce planning and cultivating an inclusive, high-performing digital culture across geographically dispersed teams; proven capability in driving a 'dual-context' talent strategy that upskills local teams in global operating models while enabling international leaders to navigate regional enterprise environments.
- High level strategic knowledge of enterprise technology environments, spanning networks, cloud computing, convergent AV, virtualisation, learning management system and global Finance and Human Resources applications platforms.
- High-level capability to lead enterprise information security governance, direct university-wide digital risk management strategies, and deliver executive risk & audit reporting, and ensure institutional compliance with evolving national cybersecurity and data privacy regulations.
- Advanced financial management experience and commercial acumen to oversee complex capital and operational budgets to ensure technology investments are optimized and deliver clear business value, on schedule and within budget.
- Experience in cultivating strategic partnerships with global technology vendors and major service providers to optimize commercial contracts and service delivery.
- 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.
- 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).

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 7.5 (or equivalent of Linguaskills 170, 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.

