



RMIT Vietnam Solution Consultant

Position Details

Position Title:	Solution Consultant
Division/ Centre:	Operations
Department:	ITS (VN)
Campus Location:	Based at the South Saigon campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PS7
Time Fraction:	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.

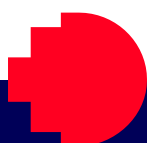
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona,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

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 global top 100 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>

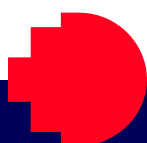
Position Summary

The Solution Consultant partners with the Business Technology Partner (BTP) in the provision of services provided by Strategy, Engagement and Innovation function. These include: Strategic and Business Planning, Demand Management and Prioritisation, Solution Consulting, High Level Analysis, Project Investment Planning, Stakeholder Relationship Management and the development of Conceptual Architecture.

They utilise a breadth of skills covering business analysis, consulting, problem solving, solution design and basic project management in their day-to-day operations and should enjoy a varied workload with new challenges presenting themselves on a regular basis and multiple tasks/deliverables to manage.

They require highly developed stakeholder engagement skills and are expected to work closely with mid-to senior level business stakeholders in order to elicit their key internal business requirements and then determine appropriate solution options that will meet the both the stakeholder's and the University's needs.

The Solution Consultant is an integral part of the Business Technology Partner team working closely with the Business Technology Partner, Business Analysts and Architects as well as a variety of other IT and business stakeholders.



Reporting Line

Reports to: Business Technology Partner (VN)

Indirectly reports to:

Key relationships:

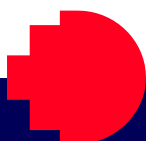
Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

- Work closely with senior stakeholders (both internal and external) to analyse highly complex business opportunities and problems and to then work collaboratively with them, and also other areas across the University, to determine suitable solutions
- Professionally manage expectations and complex interactions with business stakeholders, whilst diplomatically negotiating and addressing any queries or concerns regarding proposed solution options
- Elicit high level requirements, often from multiple areas of the University, using a range of techniques as required (business analysis, requirement workshops, business process modelling) and ensure they are documented and prioritised them appropriately
- Identification of effective solution options through extensive research and consultation with both internal and external parties and ensure that they address key stakeholders and University requirements
- Work closely with relevant internal/external stakeholders to triage and manage Initiatives via established frameworks (e.g. IT Architecture, CISO, Legal, Privacy, Procurement, Property Services Group and other applicable areas of the University) until the point of handover to Delivery Teams
- Collaboration with relevant Technology teams to obtain estimates, participate in planning rituals and agreed on project and enhancement delivery
- Manage internal relationships with other ITS teams in order to provide them with business input on the lifecycle management of IT services and assets
- Implement process improvements to all relevant ITS processes and methodologies
- Ensure detailed knowledge and understanding of the business areas supported by the ITS portfolio as well as a strong grasp of RMIT's IT architectural principles, technology operating models and associated compliance requirements (Cybersecurity, risk, legal etc.)
- Stay abreast of business trends and technologies and provide expert advice to the BTP team of the application of those technologies within the education sector
- Other duties commensurate with the scope of the role

Key Selection Criteria

- Strong consulting or customer facing background and, ideally, an understanding of the application of Information Technologies and ideally, their use within the education sector (5 Years minimum in consulting, BA or other customer facing role, ideally 10+)
- Direct previous experience and understanding of the key project methodologies employed in the delivery of technology-based projects (e.g. PMBOK, PRINCE 2, SAFe Agile)
- Highly evolved requirements elicitation and analytical problem-solving skills (Senior BA level or above)



- Proven ability to positively interact, negotiate with, influence and build consensus with a wide range of internal and external IT and business stakeholders, including senior members of management.
- Experience with the application of complex data models, logical architectures, different requirement gathering techniques, technology standards and architectural guidelines.
- Outstanding written and verbal communication skills.
- Outcomes-focused, with the ability to work autonomously, delivering quality outcomes to agreed deadlines.
- Ability to work on multiple highly complex initiatives simultaneously
- Strong facilitation and change leadership skills.
- Experience in Human Centred Design principles.
- Appointment to this position is subject to passing a <Insert mandatory check i.e. Working with Children> check.
- 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 7.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

Organisational Accountabilities

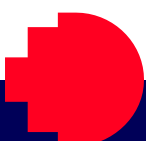
RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, 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

