Position Description

Position Details

Position Title: IT Support Officer
Division: Operations and Planning
Department: IT Services
Campus Location: Based in HCM City but may be required to work at other campuses of RMIT Vietnam.
Job Grade / Classification: PSV2
Time Fraction: full-time: 1.0 (40 hours per week)

RMIT University

RMIT is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments. We are global in attitude, action and presence; urban in orientation and creativity; and connected through active partnerships with professions, industries and organisations.

RMIT University enjoys an international reputation for excellence in professional and practical educational programs and high quality outcome-oriented research.

One of Australia’s original educational institutions founded in 1887, RMIT is now the nation’s largest tertiary institution. The University offers an extensive range of postgraduate, undergraduate and vocational programs.

RMIT has three Melbourne campuses – in the central business district and in Brunswick and Bundoora in the city’s northern suburbs – and campuses in Hanoi and Ho Chi Minh City in Vietnam. With significant partnerships in Hong Kong, China, Malaysia and Singapore, RMIT has a strong educational presence in the Asia-Pacific region. The University’s total student population of 74,000 includes 30,000 international students (onshore and offshore).

RMIT is a leader in technology, design, global business, communication, global communities, health solutions and urban sustainable futures, and is ranked in the top 100 universities in the world for engineering and technology in the 2010 QS World University Rankings. www.rmit.edu.au

RMIT Vietnam

RMIT International University Vietnam is an Asian campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. It is committed to providing internationally recognised high-quality education and professional training for its students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam assists in the development of human resources in Vietnam and the region by providing opportunities for students from around the world to belong to an international educational community that supports them to achieve their potential in an increasingly globalised world.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. 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. RMIT Vietnam is an English speaking university and all teaching is in English.

www.rmit.edu.vn

Position Summary

The position is responsible for providing day to day assistance to staff and students in their use of the University's IT facilities.
Reporting Lines

Reports operationally to: IT Customer Services Manager

Reports functionally (where applicable) to:

List by title positions which report directly to this position: None

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.

Key Accountabilities

1. Operate the IT Services Helpdesk ensuring that all calls are answered according to RMIT University Vietnam IT Services helpdesk policies.

2. Deliver 1st and 2nd line support to users through telephone, email, remote desktop and visiting the user.

3. Coordinate the repair of minor problems with printers, computers and software on daily operating basis.

4. Record detailed information of calls into the helpdesk system.

5. Report major problems to the Customer Services Manager.

6. Perform regular proactive checks of desktops, printers, telephones and other ICT devices as instructed by the Customer Services Manager.

Key Selection Criteria

A: Qualifications and Pre-requisites

Mandatory

A discipline relevant Tertiary degree

If English is not your first language, then evidence of a General IELTS Band Score of 6.5 (or equivalent) during the last two years should be provided.

Preferred

Bachelor degree of Computer Engineering

B: Employment/Professional Experience

Mandatory

1. Demonstrated general experience in IT service delivery in a wide range of systems.

2. Demonstrated knowledge of current systems and methodologies including desktop operating systems and applications, basic networking, and general troubleshooting skills.

3. Demonstrable experience in a customer services environment.

4. Well developed interpersonal skills, including negotiation and liaison skills.

5. Knowledge and commitment to continuous improvement principles.

Preferred

Experiences with computer hardware and software troubleshootings

C: Competencies - skills, knowledge, abilities

Essential
Proven capacity to work under stress.
Able to work in team or independently.
Customer services and time-management skills.

**Desirable**

**Note:**
For foreign staff, appointment to this position is subject to the ability to obtain a Vietnamese work permit.
For all staff, appointment is subject to satisfying the English language standards relevant to the position.

This position description is current as at the date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

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