

## Job Description – ITIL Service Management Coordinator

### Position Details

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<b>Position Title:</b>	ITIL Service Management Coordinator
<b>Division/ Centre:</b>	Operations
<b>Department:</b>	ITS
<b>Campus Location:</b>	Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PS7
<b>Time Fraction:</b>	1.0

### RMIT University

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RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

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

### RMIT Vietnam

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RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and 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 vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

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## Position Summary

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The ITIL Service Management Coordinator is responsible for ensuring conformity to best practice process in the areas of Release and Change Management, Configuration and Asset Management, Incident Management and Problem Management. This role primarily works with all ITS departments in Vietnam to ensure RMIT IT process is duly followed and aligned with the Global process as set by the Service Transition team. This role is also responsible for reporting to the ITS Vietnam leadership team and the ITS Global team.

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## Reporting Line

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Reports to: Senior Manager ICT Vietnam

Indirectly reports to: Senior Manager, Service Transition (Melbourne)

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## Key Accountabilities

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- Driving the efficiency and effectiveness of and compliance to; Release and Change Management, Configuration and Asset Management, Problem Management and Incident Management.
- Leading teams to resolve major incidents and restore business services.
- Ensure Incidents can be resolved 24 hours per day, 7 days per week.
- Arbitrate issues between groups where call ownership is in question.
- Participate in the CIRT (Critical Incident Response Team) function to assist with the resolution of incidents as required.
- Provide regular concise and timely updates to key stakeholders as per the documented processes.
- Ensure Post Incident reviews are performed and presented to Executive Management.
- Manage the Problem Portfolio to embed root cause identification and remediation across ITS.
- Review all Change and Release Records and progress through the relevant workflows.
- Ensure CMDB is updated post Changes and Releases.
- Review PreCAB and CAB agendas and minutes in conjunction with FSC.
- Attend all PreCAB and CAB meetings with all relevant resources.

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## Key Selection Criteria

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- A Bachelor degree in Information Technology with at least five years of industry related experience in a similar role.
- Knowledge of the ITIL framework. ITIL certification and training experience is desirable.
- Demonstrated knowledge in; Release and Change Management, Configuration and Asset Management, Problem Management and Incident Management.
- Ability to convene and chair meetings with agenda, minutes and follow up actions.
- Ability to transfer technical skills through a coaching and mentoring approach, to more junior team members.
- High level interpersonal skills, including negotiation, liaison, and cross-cultural communication.
- Ability to identify opportunities and areas for improvements, and initiate, lead and implement change to achieve efficiency and continuous improvement.
- Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines and achieve required outcomes and effectively deliver results.
- 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).
- Strong communication style, both written and verbal.
- Continual service improvement awareness.

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## English Proficiency

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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).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

## Organisational Accountabilities

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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

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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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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