

Job Description – Linux and Virtualization Team Lead

Position Details

Position Title:	Linux and Virtualization Team Lead
Division/ Centre:	Operations
Department:	IT Services
Campus Location:	Based at the Ho Chi Minh City campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV06
Time Fraction:	1.0 (40 hours per week)

RMIT University

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

RMIT Vietnam

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.

Position Summary

The position is responsible for maximising the uptime, security and system performance through proactive maintenance, strict adherence to procedures and the maintenance of related documentation of the RMIT University Vietnam IT Systems. This position is primarily focus on Linux/Unix and leading day to day operation of Platform team consist of 2-3 Systems Administrators (contractors and in-house) covering Windows, Unix, Network, Mail Active Directory Services, Applications and other specialised appliances on Virtualized Infrastructure (VMWARE, private and public Clouds).

Reporting Line

Reports to: IT Infrastructure Manager
Direct reports: N/A

Key Accountabilities

- Ensures the availability, reliability, security and scalability of RMIT Vietnam server and service hosting infrastructure, focusing in Linux/UNIX/Windows platform and related application and services running on these platform to meet business demands;
- Prioritizes, leads and responds in a timely manner to support tickets raised by Helpdesk or network monitoring system that relate to server and services hosting infrastructure and services hosted on this infrastructure. Provides support for all problems and coordinates with other team or vendors to fix escalated issues;
- Develops and maintains accurate documentation for system manuals, procedures and policies, including disaster recovery plan, for the server and hosting service infrastructure and hosted services on these platform that the team is accountable for;
- Monitors and provides system performance statistics and utilization and reports on regular basic and as required. Proactively pin-points any potential problem on the server and service hosting infrastructure and application and services running on these platform; finds the root cause and applies solution to rectify such problem. Builds appropriate upgrade or replacement plan to maintain the system capacity and high availability in accordant with business growth;
- Participates in projects identified by the IT Infrastructure Manager to support the information technology objectives of RMIT Vietnam. Researches, develops and implements new systems and technologies that fit to and/or benefit RMIT Vietnam business;
- Prepares training material and delivers support training to Customer Services team for systems managed by the group when required;
- Managing various web application based on various scripting and programing language such as PHP, Perl, Python and Java; Using scripting languages such as shell scripting or Perl for system operation automations tasks; designing and implementing high capacity, high availability database system with MySQL database engine and other common database engine;
- Managing multiple platforms network environment including Windows, Linux/Unix and networking services like DHCP, DNS, NTP, RADIUS, IIS, ASP.NET; Administering Windows Infrastructure services such as Active Directory, File and printing services, SQL Server database system;
- Deputising Infrastructure Manager, being Acting Operation Manager to lead IT Operation team when required or during absence of IT Infrastructure Manager.
- Ready to work overtime onsite and take on-call 24/7 shift whenever there is demand.

Key Selection Criteria

1. A tertiary qualification in an IT related discipline;
2. At least 4 years' experience in system administrator position or equivalent, at least 2 years' experience in team leader role or equivalent.
3. Demonstrated experience in exercising IT services delivery like incident management, problem management and change management in a wide range of systems; large corporate IT environment experiences.
4. Demonstrated extensive experience in designing, implementing and managing high load Linux/UNIX/Windows based web and application hosting environment, host and service clustering, among other common corporate services: AD, radius, file sharing, web etc;
5. Demonstrated experience in setup and managing Windows/Linux/UNIX host on enterprise infrastructure such as integrating with Windows network environment, running on virtualization platform and attaching to NAS and/or SAN storage;
6. Able to coach, mentor and lead a team of 2-3 members to deliver assigned work packages;
7. Able to interact with business and technology stakeholders to achieve a desired outcome;
8. 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 6.0 or BULATS 65 (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

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.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff, is up to date.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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