



## Position Description: Disaster Recovery Specialist

### Position Details

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| <b>Position Title:</b>    | Disaster Recovery Specialist  |
| <b>Position Number:</b>   | 50067315  |
| <b>College/Portfolio:</b> | Operations  |
| <b>School/Group:</b>      | Information Technology Services / University Operations   |
| <b>Campus Location:</b>   | Based at the Melbourne campus, but may be required to work and/or be based at other campuses of the University. |
| <b>Classification:</b>    | Hew 9   |
| <b>Employment Type:</b>   | Continuing  |
| <b>Time Fraction:</b>     | 1.0   |

### RMIT University

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RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

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.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous

and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa**– a “**commitment to share**” - **an important step in our reconciliation journey**.
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

### **RMIT Standings in university rankings**

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2018 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

For more information, visit [rmit.edu.au/about](http://rmit.edu.au/about)

## College/Portfolio/Group

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The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Business Performance Improvement (EBPI), Communications, Enterprise Project Management Office (EPMO), Global Marketing & Student Recruitment, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

### Information Technology Services

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology systems and services. Our role is to support RMIT's high quality teaching, learning, research and administrative activities.

Information Technology is of increasing importance to the research, teaching and learning life of a university, particularly a 'global university of technology and design' like RMIT. ITS has developed, in conjunction with the broader University, an ICT Plan to 2020. This plan highlights five goals for ICT within RMIT. They include:

1. Best in class digital student experience – Invest in new technologies which transform the student experience and underpin the digital strategy
2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation
3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model
4. Data to fuel differentiation and decisions – Ensure quality data and integrated systems are available to support data-based decision making, and enable personalised and contextualised services
5. Simple and secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure

ITS has an essential role to play in realising these goals.

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

### Position Summary

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The Disaster Recovery Specialist is responsible for coordinating the development of advanced arrangements and procedures to ensure the organisation can respond to a disaster, that the critical business functions can be resumed within agreed and required timeframes, the amount of data, revenue and reputational loss can be minimized, and any stricken facilities can be repaired or replaced as quickly as possible.

Specific responsibilities of the role include coordinating the design, development, maintenance, and exercising (testing) of the overall disaster recovery plans for each critical functional area of the organisation. These disaster recovery plans must address three major elements of the recovery process: (1) the Emergency Response organization and procedures for reacting to and coordinating recovery efforts; (2) the Recovery Support procedures for restoring key organization resources; and (3) the Business Resumption procedures for the continuation of critical business processes.

The role is expected to maintain excellent communication channels with key stakeholders to ensure disaster recovery standards and requirements delivered adhere to ITS policies and best practice.

### Reporting Line

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Reports to: Senior Manager, Infrastructure Engineering and Operations

Direct reports: None

## Organisational Accountabilities

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory 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.

## Key Accountabilities

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1. Manages change impact upon production system(s) and processes.
2. Managing Disaster Recovery plans, including implementing procedures, plans and security.
3. Accountable for development and articulation of processes, standards & best practices for Disaster Recovery of IT systems and embedding these practices and standards into the ITS culture.
4. Participates in risk analysis for corporate functional areas to identify points of vulnerability and recommends disaster avoidance and reduction strategies. Provides guidance to and coordinates the efforts of staff members in the development of recovery procedures for key areas of the organization. Analyses environmental and equipment configurations for critical enterprise resources; recommends disaster avoidance measures and improved backup capabilities. Periodically reviews changes in environment resources with the management of those areas to assure the effectiveness of the recovery procedures and backup capabilities.
5. Assists with business impact assessments (BIA) enabling business units to determine critical business processes, identifies acceptable recovery time periods, and establishes resources required for the successful resumption of business operations in the event of a disaster. Assures Disaster Recovery documentation and resources required for recovery is identified and properly maintained Program. Coordinates the efforts of staff members in different functional areas in the development of procedures for the continuity of business processes in a disaster situation.
6. Establishes disaster recovery testing methodologies; plans and coordinates the testing of recovery support and business resumption procedures in different functional areas. Assures that recovery procedures are effective for the restoration of key corporate resources and for the resumption of critical business processes.
7. Conducts disaster recovery training for staff members in all functional areas. Provides instructional and informational materials on how staff is expected to respond during an emergency. Assists divisions in the assignment and training of staff. Develops and maintains standards and procedures for disaster recovery documentation. Maintains a library of recovery support and business resumption procedures.
8. Assists recovery support and business resumption staff during a disaster in the implementation of response and alternate operating strategies. Acts as a coordinator during an emergency.
9. Contributes to the ongoing maintenance of the IT Business Continuity Plan, including regular reviews with all ITS departments to ensure full coverage and understanding of ITS needs across all locations, including but not limited to Melbourne, Bundoora, Brunswick, Ho-Chi Minh City, Hanoi, Barcelona.
10. Works with vendors of disaster recovery services and facilities; studies and recommends outside services for use during a disaster situation.
11. Works with management to ensure that as new equipment, facilities, services, and systems are installed that the disaster recovery issues are addressed.
12. Manage all DR/BCP remediation required as highlighted during annual Disaster Recovery test and ensure these are completed within the agreed timeframes.

**Key Selection Criteria**

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1. Initiative and demonstrating responsibility and accountability in creating and maintaining DR Plans.
2. Outstanding ability to analyse, isolate and interpret business needs and develop appropriate DR Solutions.
3. Working knowledge of all areas of the organization and the ability to develop a clear understanding of the company's key functional processes and resources and how to protect these areas via an effective DR plan.
4. Thorough knowledge and understanding of current disaster recovery planning techniques and technologies as well as the methods used in performing risk analysis and business impact analysis.
5. Working Technical Conceptual knowledge of data and voice telecommunications and Server Infrastructure in order to assist in the preparation of recovery procedures in this area ensuring these areas are factored into Designs and strategic planning.
6. Strong interpersonal skills to interface with managers and staff at all levels within the organization and to deal with External vendors to promote the DR practice and processes.
7. Good oral communication and written communication skills.
8. Good project management skills. Ability to plan, organise, and direct the testing of emergency response, recovery support, and business resumption procedures.
9. Minimum of Five years' experience as a DR Specialist.
10. Establish a cadence of disaster recovery testing schedules for Internal Teams and with External Vendors.
11. Conducts disaster recovery tests in line in accordance with Business DR requirements and to ensure currency is maintained.
12. Sign off for Disaster Recovery/BCP for Projects and RFC's.
13. Develop disaster recovery policies and procedures for approval by ITS leadership team and business continuity managers across the group.
14. Proposed Disaster Recovery changes in Strategy and testing resulting from changed Business requirements.

**Qualifications**

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Tertiary qualifications in Information Technology, or equivalent experience.  
 Certified Business Continuity Planner (CBCP) or Associate Disaster Recovery Planner accreditation preferred.

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