

Position Description – IT Customer Services Coordinator

Position Details

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| Position Title: | IT Customer Services Coordinator |
| Division/ Centre: | Operations |
| Department: | ITS |
| Campus Location: | Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam. |
| Job Grade/ Classification: | PSV5 |
| Time Fraction: | 1.0 |

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 features among the world's top 200 institutions in 13 of the 30 subject areas in the 2015 QS subject rankings. We are among the world's top 100 universities in Art and Design; Architecture and the Built Environment; Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Aeronautical and Manufacturing); Computer Science; and Business and Management Studies. The University's research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

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.

www.rmit.edu.vn

Position Summary

The position is responsible for providing day to day supervision to the operation of IT Services and coordinate the work between internal – external stake holders.

Reporting Line

Reports to: IT Customer Services Manager

Key Accountabilities

- Coordinate the escalation of service requests and incidents between end users and 3rd level support (Vietnam team and Melbourne team) and ensure they can be resolved within the SLA.
- Responsible for analyzing the requirements and organize meeting with stake holders to determine the demand and business need for new service requests.
- Lead the office administrator team to create, and track the progress of contracts with suppliers and service vendors, follow up on delivery and payment when needed.
- Prepare memos and agendas for team meetings and discussions.
- Document and develop policies and procedures of ITS.
- Provide training to end users in regards to ITS system, policies and process.
- Assist with supervising the operation of the IT customer services team under the guidance of the IT customer services manager including mentoring and supporting the customer service team
- Perform any other duties as required.

Key Selection Criteria

1. A relevant discipline tertiary degree
2. Demonstrated high level communication skills, written and spoken
3. Demonstrated skills and experience in customer service environment
4. Experience with Microsoft Office software: Word, Excel and other office devices
5. Demonstrated ability to analyses, interpret or evaluate information.
6. Knowledge and commitment to continuous improvement principles
7. Well-developed interpersonal skills, including coordination, liaison, and cross cultural communication.
8. Demonstrated ability to perform routine tasks with a high degree of accuracy and careful attention to detail
9. Demonstrated ability to work independently and show initiative
10. Strong organizational, time and multi-task management skills
11. Demonstrated ability to make, within scope of duties, effective decisions with limited guidance
12. 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.

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