

POSITION DESCRIPTION

Senior Solutions Advisor, Artificial Intelligence



WESTERN SYDNEY
UNIVERSITY

POSITION DETAILS

Position Title	Senior Solutions Advisor, Artificial Intelligence
Classification	HEW 8
Position Number	7016402
School/Office	Data Office
Division	Operations

POSITION PURPOSE

The AI Solutions Advisor works with diverse stakeholders across Western Sydney University to identify, understand and shape opportunities for the effective application of generative and agentic AI. Reporting to the AI Technical Lead, the role is responsible for gathering business requirements, understanding user needs, assessing opportunities and advising on practical AI-enabled solutions that support positive impact across curriculum, research and operations. This is a cross-over role that combines business engagement, solution advisory, AI literacy and applied technical understanding. The position acts as a bridge between University stakeholders and the AI technical delivery team, helping translate business challenges into clear, prioritised and technically feasible AI use cases. The AI Solutions Advisor contributes to Western's integrated AI strategy by supporting the development of a prioritised AI Use Case Portfolio and ensuring AI initiatives are aligned with strategic goals, operational needs, responsible AI principles, data governance, privacy, cyber security and enterprise technology requirements.

STRATEGIC CONTEXT

Western is pursuing a human-centric approach to AI, positioning the University as a digital leader with a *people-first approach* and ensuring AI is guided by human judgement, intuition, connection and empathy. Western's integrated AI strategy is organised around three connected streams:

- Transformation Roadmap — exploration and value creation through the delivery of high-value AI initiatives, and use cases across teaching, research, operations and community engagement (Microsoft CoPilot Adoption Roadmap).
- AI Governance and Enablement Framework — a fit-for-purpose approach to AI enablement and governance, anchored to six universal AI principles.
- Readiness and Responsiveness — to support the development and implementation of capability uplift initiatives for students, staff and stakeholders, and to ensure organisational capabilities are fit for purpose to deliver safe, reliable and scalable.

The Director will work across these streams to connect innovation to execution, balance speed with trust, and embed AI as a core enterprise capability rather than a series of disconnected experiments.

KEY ACCOUNTABILITIES

- Engage stakeholders to design, develop and deploy AI solutions, working across curriculum, research, operations and professional services to understand business needs, pain points, change management, capability uplift, user journeys and opportunities where agentic AI may deliver positive impact.
- Gather, analyse, translate and optimise requirements, prototypes, converting stakeholder needs into clear solutions, use cases, functional requirements, success measures and solution delivery in collaboration with the AI Technical Lead and AI delivery team.
- Advise and collaborate with peers on the effective application of generative and agentic AI, helping stakeholders understand where AI is appropriate, valuable and feasible, and where alternative process, data, automation or technology solutions may be more suitable.
- Support the AI Use Case Portfolio, contributing to the assessment, prioritisation, documentation and progression of AI initiatives across curriculum, research and operations, including consideration of value, feasibility, risk, readiness and alignment with Western's strategic and operational goals.
- Lead engagement between stakeholders and technical delivery, working closely with AI Solutions Engineers, data teams, IT, cyber security, privacy, governance and business stakeholders to ensure proposed AI solutions are practical, secure, supportable and aligned with enterprise architecture and responsible AI requirements.
- Lead AI awareness, knowledge and adoption initiatives, supporting AI literacy, communities of practice, workshops, demonstrations, practical guidance and stakeholder communications to promote safe, responsible and effective use of generative and agentic AI.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualifications in information technology, business analysis, data science, artificial intelligence, digital transformation, education technology, business, computer science or a related

discipline; equivalent professional experience in business engagement, technology advisory or AI-enabled transformation will also be considered.

- Demonstrated experience working with stakeholders to gather requirements, analyse business problems, map processes, define use cases and support the delivery of digital, data, automation or AI-enabled solutions in a complex organisation.
- Applied technical understanding of AI and digital technologies, including generative AI, agentic AI, automation, data, analytics, Microsoft 365, Copilot, workflow tools, integration concepts and enterprise technology environments.
- Strong business analysis and solution advisory skills, including the ability to translate business needs into clear requirements, assess feasibility and value, document use cases, support prioritisation and communicate technical concepts in practical language.
- Highly developed communication and stakeholder engagement skills, with demonstrated ability to work effectively with academic, professional, technical and executive stakeholders across diverse disciplines, functions and levels of digital maturity.
- Sound understanding of responsible AI and governance considerations, including privacy, cyber security, data governance, transparency, fairness, accountability, risk, human oversight and safe adoption of AI-enabled tools and solutions.

KEY RELATIONSHIPS

- This position reports to: Technical Lead, Artificial Intelligence
- Key internal relationships:
 - Chief Data Officer
 - Senior Executive and Executive Leadership
 - Provost and Executive Deans
 - DVC Education and Students, and PVCs
 - DVC Engagement
 - PVC Research
 - Operations Division Chiefs, Executive Directors and Directors
 - Advisory and Governance Committees
- Other stakeholders, project practitioners and vendors and distributed communities of practice

CHALLENGES

- Identifying the right AI opportunities, ensuring generative and agentic AI are applied to genuine business, curriculum, research or operational needs rather than being used for technology-led experimentation without clear value.
- Balancing stakeholder ambition with feasibility and risk, helping teams understand what AI can realistically achieve while considering data availability, technical complexity, privacy, cyber security, governance and operational readiness.
- Working across diverse stakeholder groups, translating needs from academic, research, professional and technical environments into clear requirements that can be understood and acted on by delivery teams.
- Supporting responsible AI adoption, ensuring proposed use cases are aligned with safe, appropriate and effective use of AI, and that risks such as shadow AI, data leakage, bias, lack of

transparency and poor user adoption are considered early.

- Maintaining momentum from idea to delivery, helping move AI opportunities from discovery and consultation into prioritised, well-defined use cases that can be assessed, designed, built, tested and scaled appropriately.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Chief People Officer

Date:03/06/2026