

POSITION DESCRIPTION

Senior Solutions Engineer, Artificial Intelligence



POSITION DETAILS

Position Title	Senior Solutions Engineer, Artificial Intelligence
Classification	HEW 8
Position Number	70169398
School/Office	Data Office
Division	Operations

POSITION PURPOSE

The Senior Solutions Engineer, Artificial Intelligence is a highly technical role responsible for the design, development, testing, deploying and supporting artificial intelligence solutions across Western Sydney University. Reporting to the AI Technical Lead, the role provides hands-on engineering capability for the delivery of generative AI, agentic AI, automation and AI-enabled workflow solutions that support Western's strategic and operational goals.

The position contributes to the implementation and delivery of Western's integrated AI strategy by helping translate priority use cases into secure, scalable, reliable and well-governed technical solutions. The Senior Solutions Engineer, Artificial Intelligence will work within the AI and Automation / AI Enablement capability to build practical AI solutions across curriculum, research and operations. This includes solution development using Microsoft-based technologies and enterprise AI tools such as Microsoft 365, Copilot Studio, Azure AI Foundry and related data, automation, integration and cloud platforms. The role requires strong technical depth in AI solution development, software engineering, data science, integration, cloud services and responsible AI implementation, combined with the ability to work with stakeholders and technical teams to deliver fit-for-purpose solutions in a complex university environment.

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

- Design, develop and implement AI solutions, including generative AI applications, agentic AI solutions, intelligent agents, automation workflows, AI-enabled productivity tools and reusable technical components that support priority use cases across the University.
- Validate and optimise solutions within a Microsoft-based environment, using tools and platforms such as Microsoft 365, Copilot Studio, Azure AI Foundry, Power Platform, cloud services, APIs, data services and integration technologies to deliver secure and scalable AI capabilities.
- Contribute and support delivery of the AI Use Case Portfolio solutions by providing technical leadership across design, prototyping, development, testing, implementation, documentation and operational support for prioritised AI initiatives across curriculum, research and operations.
- Apply strong demonstrated knowledge of software engineering, data science and integration practices, including coding, model integration, prompt engineering, workflow orchestration, data preparation, API development, version control, testing, monitoring and performance optimisation.
- Embed and operationalise responsible AI, privacy, security and governance controls into solution delivery, ensuring AI systems are appropriately documented, tested, monitored and aligned with Western's AI Governance and Enablement Framework, data governance, cyber security and compliance requirements.
- Work collaboratively and influence technical and business stakeholders, engaging with the AI Technical Lead, AI and Automation Team, IT, cyber security, data teams, academic and professional staff to understand requirements, resolve technical issues and deliver practical AI-enabled solutions.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualifications in artificial intelligence, data science, computer science, software engineering, information technology, mathematics, statistics or a related discipline; equivalent professional experience in AI engineering, software development or data science will also be considered.
- Demonstrated hands-on technical experience developing AI, generative AI, agentic AI, automation, machine learning, data science, software or cloud-based solutions in complex organisational environments.
- Advanced programming and technical engineering skills, including experience with languages and tools such as Python, SQL, APIs, JavaScript/TypeScript, cloud services, workflow automation, source control, testing frameworks, data pipelines and modern software development practices.
- Experience with Microsoft AI and automation technologies, preferably including Microsoft 365, Copilot Studio, Azure AI Foundry, Power Platform, Azure services, enterprise data platforms,

identity and access management, integration services and secure cloud deployment patterns.

- Strong understanding of AI solution development practices, including prompt engineering, agent design, retrieval augmented generation, model evaluation, orchestration, data preparation, monitoring, performance optimisation and AI lifecycle management.
- Sound knowledge of responsible AI, privacy, cyber security and data governance, with the ability to apply technical controls, documentation, testing and monitoring practices to ensure AI solutions are safe, reliable, transparent and supportable.

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

- Developing agentic AI solutions in a fast-moving technical environment, requiring continuous learning, experimentation and adaptation while maintaining strong engineering discipline and operational reliability.
- Translating complex use cases into practical technical solutions, balancing stakeholder expectations, technical feasibility, data availability, risk, cost, maintainability and measurable value.
- Ensuring AI solutions are secure, governed and supportable, particularly where solutions involve institutional data, workflow automation, third-party services, integrations or high-impact use cases.
- Working across diverse platforms, systems and data environments, requiring strong integration capability and the ability to design solutions that operate effectively within Western's enterprise technology landscape.
- Supporting safe adoption of generative and agentic AI, helping reduce reliance on fragmented or unsanctioned AI tools by delivering enterprise-grade alternatives that are usable, secure and aligned with university requirements.

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: 5/06/2026