POSITION DESCRIPTION

Technical Lead, Artificial Intelligence

POSITION DETAILS

Position Title	Technical Lead, Artificial Intelligence
Classification	HEW 9
Position Number	7016403
School/Office	Data Office
Division	Operations

POSITION PURPOSE

The AI Technical Lead provides deep technical expertise for the design, development, deployment and operational support of generative and agentic AI solutions across Western Sydney University. Reporting to the Director, Artificial Intelligence, the role is responsible for translating Western's strategic and operational vision into practical, secure and scalable technical solutions that support student success, research impact, staff productivity and community engagement. The position works closely with stakeholders across the University to identify, assess and deliver high-value AI use cases, with a particular focus on agentic AI, automation, Microsoft 365 Copilot, enterprise AI platforms, workflow transformation and responsible AI implementation. The AI Technical Lead plays a key role in ensuring AI solutions are technically sound, secure, interoperable, well-governed and aligned with Western's AI Governance and Enablement Framework, technology architecture, data governance, privacy, cyber security and operational support 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

- Provide technical leadership for agentic AI solutions, leading the design, change management, capability uplift, prototyping, development, deployment and support of AI agents, automation workflows and generative AI capabilities that address priority institutional use cases.

- Translate business needs into scalable AI solutions by engaging with stakeholders across curriculum, research, operations and professional services to understand requirements, assess feasibility, shape solution options and guide implementation.

- Support delivery of the AI Use Case Portfolio, providing technical assessment, solution design, estimation, delivery guidance and implementation support for prioritised AI initiatives aligned with Western's strategic and operational goals.

- Ensure AI solutions are secure, reliable and well-governed, embedding privacy, cyber security, data governance, responsible AI principles, AI lifecycle controls, testing, monitoring and documentation into technical delivery.

- Lead technical enablement across enterprise AI platforms, including Microsoft 365, Copilot, automation tools, cloud services, data platforms and integration patterns required to deliver safe, scalable and supportable AI capabilities.

- Build technical capability and adoption across the University, providing expert advice, practical guidance, reusable patterns, technical standards and support to help staff and teams safely and effectively use generative and agentic AI.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualifications in artificial intelligence, data science, computer science, software engineering, information technology, cloud computing or a related discipline; postgraduate qualifications or equivalent professional experience will be highly regarded.

- Demonstrated technical experience in designing, developing and deploying AI, automation, analytics, machine learning, generative AI or agentic AI solutions in complex organisational environments.

- Advanced technical skills across generative AI, agentic AI architectures, prompt engineering, workflow automation, APIs, integration, cloud platforms, software development practices, data engineering, model evaluation and AI lifecycle management.

- Strong stakeholder engagement and consulting capability, with demonstrated ability to work with academic, professional, technical and executive stakeholders to understand business problems and translate them into practical AI-enabled solutions.

- Sound knowledge of governance, risk and assurance requirements relevant to AI delivery, including responsible AI, privacy, cyber security, data governance, transparency, testing, monitoring, documentation and operational controls.

- Strong delivery, collaboration and capability-building skills, including experience working in multidisciplinary teams, supporting change and adoption, developing reusable technical patterns, and mentoring others in emerging AI technologies.

KEY RELATIONSHIPS

- This position reports to: Director, 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

- Delivering agentic AI safely in a rapidly evolving technology environment, ensuring solutions are innovative while remaining secure, governed, explainable, supportable and aligned with University requirements.

- Translating diverse stakeholder needs into practical AI solutions, balancing ambition, feasibility, risk, cost, technical complexity and measurable value across curriculum, research and operations.

- Managing integration and scalability across enterprise platforms, ensuring AI agents, automation workflows and generative AI solutions work effectively within Western's existing technology, data and security environment.

- Reducing risks associated with fragmented or unsanctioned AI use, supporting safe alternatives to shadow AI through enterprise-grade tools, clear technical patterns and practical guidance.

- Building confidence and capability in agentic AI adoption, helping staff and teams understand what is possible, what is appropriate, and how to use AI-enabled solutions responsibly and effectively.

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: 2/06/2026