VICTORIA UNIVERSITY

Automation and AI Engineer

HEP Level 7

POSITION NUMBER	958513
ORGANISATION UNIT	AI & Automation Engineering and Platforms Team, AI Technology & Delivery
POSITION REPORTS TO	Lead AI and Automation Engineer
OVERALL PURPOSE	The purpose of Automation Engineer role is to design, develop, and support enterprise automation and AI-driven solutions that enhance the University's operational efficiency and digital capabilities. The position delivers modern workflow automation, intelligent systems, and data-driven integrations by leveraging the Microsoft Power Platform, AI services, and enterprise technologies. Working closely with technical teams, vendors, and business stakeholders, the role ensures that automation solutions are secure, scalable, reliable, and aligned with University standards, while enabling staff across the institution to adopt and benefit from improved digital processes.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with the DCS ◆ works with all University stakeholders **Outside the University the position liaises with:** ◆ Key technology partners and vendors as needed
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

People and Culture use only				
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OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

Victoria University's Digital and Campus Services department is focused on high quality customer engagement with a service excellence and innovation mindset, implementing process enhancements that will drive better outcomes for students, staff and our extended community as we seek to be relentlessly customer centric. Digital and Campus Services is responsible for modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to study and work. Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions and innovation. This portfolio includes:

- Business Partnering and Governance
- Enabling Technology
- Office of the Chief Information Security Officer (CISO)
- Estate Management and Campus Security
- Campus Services
- AI Technology and Delivery

MAJOR TASKS AND ACCOUNTABILITIES

- Design, develop, and deploy automation solutions using Microsoft Power Platform (Power Apps, Power Automate, Power BI, Copilot Studio) to streamline university business processes.
- Build intelligent automation systems that incorporate AI capabilities such as document processing, conversational interfaces, predictive insights, and decision support tools, using established frameworks and platforms.
- Develop and maintain data pipelines, models, and transformations that support automation solutions, ensuring data quality and reliability across enterprise systems.
- Implement integrations between enterprise applications using APIs, connectors, middleware, and approved integration patterns.
- Manage the operational lifecycle of automation workflows and AI models, including deployment, monitoring, optimisation, incident resolution, and version control whilst maintaining security, privacy, and compliance standards.
- Document solutions, develop testing processes, and ensure consistent application of quality standards.
- Configure and support vendor-provide automation tools and Microsoft platforms.
- Contribute to licensing optimisation and platform usage monitoring to support cost-effective service delivery.
- Liaise with vendors and internal platform owners on technical requirements, configuration, and issue resolution.
- Work closely with business stakeholders, product owners, and subject matter experts understand requirements and translate them into technical specifications and automation solutions.
- Provide user support, training, and guidance to enable adoption of automation tools and improved business processes.
- Provide technical input into automation and AI enhancement plans by providing technical input, feasibility assessments, and insights into emerging tools and practices.
- Partner with Application Development, Integration, Infrastructure, and Data teams to ensure solutions are scalable, maintainable, and aligned with University standards.

TYPICAL/MAJOR CHALLENGES

- Ensuring automation solutions work seamlessly across multiple platforms, applications, and middleware while maintaining data integrity and system compatibility.

- Developing and managing data pipelines, models, and transformations that consistently deliver accurate, timely, and actionable information to support automation and AI systems.

- Designing and deploying AI-enabled solutions—such as document processing, predictive analytics, and conversational interfaces—that are reliable, interpretable, and aligned with business needs.

- Designing and operating automation solutions that adhere to university policies and regulatory requirements, particularly when handling sensitive or personal data.

- Translating technical solutions into user-friendly tools, providing training and guidance, and driving adoption across university staff to ensure automation solutions are effectively used.

- Introducing cutting-edge automation and AI solutions while ensuring workflows remain reliable, scalable, maintainable, and aligned with University technology standards.

LEVEL OF SUPERVISION

◆ Operates under broad direction from Lead AI & Automation Engineer and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

◆ Advanced expertise and knowledge of Microsoft Power Platform (Power Apps, Power Automate, Power BI, Copilot Studio) and vendor automation tools, as well as AI capabilities such as document processing, predictive analytics, and conversational agents.
◆ Expertise in designing, developing, and maintaining data pipelines, models, and transformations to support automation and AI workflows.
◆ Knowledge of API-based integrations, connectors, middleware platforms, and enterprise application architecture.
◆ Awareness of security standards, privacy regulations, and compliance requirements for enterprise IT and automation solutions.
◆ Experience engaging with diverse stakeholders, including business units, product owners, subject matter experts, technical teams, and external vendors, to manage requirements, support solution delivery, and optimise licensing and platform usage for automation and AI systems.
◆ Familiarity with university business processes, administrative functions, and operational workflows.

KEY SELECTION CRITERIA

Essential:

1. Knowledge or Training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in automation development and enterprise solution delivery, or an equivalent combination of relevant education and professional experience.
3. Proven ability to design, develop, and deploy automation solutions using Microsoft Power Platform (Power Apps, Power Automate, Power BI, Copilot Studio) and other vendor or RPA tools, including implementing AI capabilities such as document processing, predictive analytics, and conversational agents.
4. Experience managing the end-to-end operational lifecycle of automation workflows and AI models, including deployment, monitoring, optimisation, versioning, incident resolution, and applying documentation and testing standards, while ensuring security, privacy, and regulatory compliance.
5. Demonstrated ability to work effectively with diverse stakeholders, including business units, product owners, subject matter experts, technical teams, and external vendors, to capture requirements, support solution delivery, and optimise licensing and platform usage.
6. Knowledge and experience applying security, privacy, and compliance standards in the design and management of automation and AI solutions, particularly in environments handling sensitive or personal data.

7. Strong interpersonal and communication skills, with the ability to convey complex technical concepts clearly to both technical and non-technical audiences; demonstrated experience engaging stakeholders and producing high-quality documentation.

8. Experience managing the operational lifecycle of automation workflows and AI models, including deployment, monitoring, optimisation, version control, incident resolution, and applying documentation and testing standards to ensure quality and reliability.

9. Understanding of university operations, enterprise IT standards, and cross-team collaboration, with the ability to ensure automation and AI solutions are scalable, maintainable, aligned with organisational standards, and support broader digital transformation initiatives.

10. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable:

1. Understanding of AI/ML lifecycle management concepts, including model deployment, monitoring, optimisation, and iterative improvement within automated systems.
2. Certifications in AI/ML, Microsoft Power Platform, or Azure AI Services.
3. Exposure to ERP systems (Oracle, TechnologyOne)
4. Experience contributing to AI product strategy, experimentation, and iterative development.
5. Familiarity with legislative, regulatory, and policy frameworks relevant to the tertiary education sector, and their implications for technology, data use, and sector-specific challenges across both higher education (HE) and vocational education (VE).