POSITION DESCRIPTION

SECTION A: Position Context

Position Title	AI Automation Engineer
Position Grade	E1 Officer
Category	Officer
Campus / Unit	Sarawak Campus – Information Technology (IT)
Term of Appointment	Fixed-term Contract
Effective Date	September 2025

Position Purpose

The position is a technical support position at the University. The position will be responsible for areas as designated by the Manager, Information Technology (IT) Unit. These include:

- Analyse current business processes and workflows to identify opportunities for AI integration and process automation.
- Develop and implement AI-powered solutions such as AI agents to enhance efficiency, productivity, and decision-making across campus operations.
- Collaborate with various departments to understand their specific needs and recommend tailored AI applications.
- Configure, deploy, and maintain AI tools and platforms and ensure seamless integration with existing systems.
- Monitor and evaluate the performance of implemented AI solutions, making adjustments as necessary to maximise benefits.
- Ensure all AI implementations follow ethical guidelines, data protection regulations, and University policies.
- Provide training and support to staff members on effectively utilising AI tools in their daily work.
- Generate reports on usage, system performance, and user engagement in AI tools.

This position will work closely with other staff members on campus.

Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the Assistant Manager or Manager, IT; or Director Administration; or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor / manager	Assistant Manager, Applications Development; or any other person as assigned by an authorised personnel
Other positions reporting to this position	None

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

	KEY RESPONSIBILITY AREAS	
1.	**IMPLEMENTATION OF AI USE**	• Assess department workflows and business processes to identify opportunities for AI enhancement. • Design, implement, and optimise AI-powered automation solutions tailored to University needs. • Develop integration points between AI systems and existing University platforms. • Configure and deploy AI tools such as AI agents that address specific operational challenges. • Provide technical advice on AI tool selection, configuration, and integration with existing systems. • Stay current with emerging AI technologies and methodologies relevant to higher education. • Conduct AI training sessions and write user guides to promote AI adoption and improve AI utilisation. • Monitor AI solution performance and generate reports on user activity, system health, and issue trends.
2.	**POLICY AND PLANNING**	Assist and support the Assistant Manager or Manager, IT to implement and to ensure compliance with all University IT-related policies.
3.	**DOCUMENTATION**	Develop and maintain various procedural and technical documents in areas such as customer service and application support.
4.	**REPORT**	Prepare and provide reports on the relevant information as and when needed by the Management.
5.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
6.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
7.	**LIAISON AND INTERACTION**	Work effectively and with flexibility as a member of the team in providing input, advice and assistance as and when required.
8.	**OTHERS**	Any other duties as directed by the Assistant Manager or Manager, IT; or Director Administration; or by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and / or resumes must address the Qualifications and Knowledge / Experience / Attributes sections under the key selection criteria.

	Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.	**Essential / Highly Desirable / Preferable**
1.	a) A Bachelor's degree in Information Technology (IT), Computer Science or other related discipline from a recognised institution; or b) A Diploma in a relevant discipline from a recognised institution with a minimum of three (3) years of relevant work experience. Fresh bachelor's degree holders in relevant discipline can be considered.	Essential

	Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.	**Essential / Highly Desirable / Preferable**
1.	For diploma holders, at least three (3) years of relevant working experience in any two of the following domains: software development, business requirement study, business processes improvement, business systems support, web-based systems, low-code/no-code development.	Essential
2.	Experience in coding with various programming language or low-code platforms with proven record of successful solution implementation.	Essential
3.	Proven ability to analyse organisational processes and identify opportunities for AI-driven improvements.	Essential
4.	Strong understanding of AI technologies, machine learning frameworks, and natural language processing applications.	Essential
5.	Proficiency in configuring and optimising AI applications and integration for specific business needs.	Essential
6.	Excellent communication skills for effectively explaining technical AI concepts to non-technical stakeholders.	Essential
7.	Experience developing training materials and conducting workshops on AI tool utilization.	Highly Desirable
8.	Knowledge of ethical considerations and best practices in AI implementation.	Highly Desirable
9.	Agility in High-Pressure Environments: Thrives in fast-paced scenarios, adept at orchestrating multiple tasks, tracking action items, adapting to shifting priorities, and meeting tight deadlines.	Highly Desirable
10.	Flexibility in Working Hours: Exhibits willingness to operate beyond regular office hours as necessary to fulfill job demands.	Preferable