

# Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



<b>POSITION TITLE:</b>	AI Automation Engineer
<b>POSITION NUMBER:</b>	5623
<b>DIRECTORATE:</b>	Corporate Services
<b>DEPARTMENT:</b>	Digital Information & Technology
<b>CLASSIFICATION:</b>	Band 7
<b>REPORTS TO:</b>	Software Development Lead
<b>DIRECTLY MANAGES:</b>	N/A
<b>DATE:</b>	1/07/2024

## POSITION SUMMARY:

In this pivotal position, you will take on the responsibility of doing proof-of-concepts, designing, developing, and implementing sophisticated AI models that are at the forefront of technological advancement to solve identified business challenges.

This role will be crucial in transforming cutting-edge AI concepts into tangible, value-driven products and services. This will be accomplished through strategic collaboration with essential IT and business stakeholders, ensuring that our AI and automation initiatives align with and drive our organisational goals. Your efforts will directly contribute to the innovation and enhancement of our business processes, placing us at the competitive edge of our industry.

## ABOUT US:

The Corporate Services Directorate at the City of Greater Geelong is dedicated to executing the organization's strategic vision. The department's plan for the fiscal year 2024-2025 includes a comprehensive suite of strategic enablement programs, encompassing a range of strategies, plans, initiatives, and projects. These are designed with the ambitious goal of establishing the City of Greater Geelong as the most effective and desirable local government employer in Australia.

The Digital Information & Technology (DIT) department is tasked with facilitating exceptional results for the City of Greater Geelong by harnessing top-tier technology solutions. These solutions ensure a secure, safe, and forward-thinking digital ecosystem that drives business success.

Within DIT, the Digital and Data team is dedicated to creating value for our stakeholders and customers by designing user-friendly systems that streamline processes through automation, enhancing decision-making with well-managed data insights, and developing software that adheres to model-based architectural designs. Our delivery methods are grounded in contemporary principles, ensuring that our technological innovations are both efficient and effective.

Visit our website to read about the [City of Greater Geelong](#), [our values](#), and [our vision and strategy](#).

**KEY POSITION RESPONSIBILITIES:**

<b>Specialist Work</b>	<ul style="list-style-type: none"> <li>• Contribute to a range of activities in AI &amp; automation development to develop and implement solutions in line with department strategy and plans.</li> <li>• Provide subject matter advice when required to the department leaders and other relevant stakeholders.</li> <li>• Maintain relationships with relevant internal and external stakeholders by communicating information and updates clearly, concisely, and professionally.</li> <li>• Support innovation and best practice approach in the department for customer and community satisfaction.</li> <li>• Design, create, release and maintain AI models and automation solutions for the organization.</li> <li>• Leverage Azure AI Services APIs, including Azure AI Search, Azure Document Intelligence, and Azure OpenAI Services, for data modelling and developing AI solutions.</li> <li>• Integrate Azure AI capabilities into Azure Logic Apps to enhance automation workflows and streamline processes.</li> <li>• Implement AI models and solutions within Azure Data Factory to optimize data integration, transformation, and analysis workflows.</li> <li>• Ensure adherence to ethical AI guidelines and security best practices in the development and deployment of AI solutions.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Contribute to building effective relationships with other staff, customers and various subject matter experts across the City.</li> <li>• Contribute to a positive and inclusive team culture, by supporting change activities and actively collaborating with team members to achieve high levels of productivity.</li> <li>• Train and actively support others in the team by sharing knowledge to achieve common development goals.</li> <li>• Work closely with the software development team, system architects, business analysts and council staff to understand and deliver business requirements.</li> <li>• Lead the development of Large Language Model based AI products, ensuring they integrate well with existing systems.</li> </ul>
<b>Organising Resources &amp; Planning</b>	<ul style="list-style-type: none"> <li>• Work with the department leader to deliver the unit's business plan and strategy, to achieve value for our community and customers.</li> <li>• Execute, monitor, and report on work progress against plans and budgets to ensure timely delivery in line with the relevant regulations and policies.</li> <li>• Support routine problem-solving and continuous improvement activities by identifying and addressing gaps and inefficiencies to minimise financial waste.</li> <li>• Align own efforts with others' activities to support coordination of plans and projects, balancing needs of different stakeholders.</li> <li>• Using project management tools to organise and plan projects</li> </ul>

The above information is graphically depicted in the **Position Balance** graph below. It shows the approximate degree of time one may require dedicating towards people leadership, organising resources/planning and specialist work. The time horizon indicates the timeframes the important tasks in this job may take to create an impact on the organisation indicating the level of strategic thinking and impact

People Leadership 10 – 20%	Organising Resources & Planning 10 – 20%	Specialist Work 60 – 80%
Time Horizon 3 – 12 Months		

## SELECTION CRITERIA:

*We embrace diversity and encourage applicants to apply, even if they don't meet all the criteria. We value different experiences, unique skills and believe in providing opportunities for growth.*

REQUIRED	DESIRABLE
<b>Education and Experience</b>	
<ul style="list-style-type: none"><li>• Bachelor's degree in Computer Science, Artificial Intelligence, Machine Learning, or related field and or significant professional experience in a comparable organisation at least 3 years.</li><li>• Experience in developing and deploying machine learning models.</li><li>• Strong programming skills in languages such as Python or C#.</li><li>• Experience using model deployment frameworks</li><li>• Experience training machine learning models using various datasets.</li></ul>	<ul style="list-style-type: none"><li>• Experience with tools such as TensorFlow, PyTorch, Scikit-Learn or Microsoft Cognitive Toolkit (CNTK) is desirable.</li><li>• Experience with Microsoft Powerplatform is desirable.</li></ul>
<b>Skills and Knowledge</b>	
<ul style="list-style-type: none"><li>• Demonstrated people skills to support, influence, and collaborate with relevant stakeholders.</li><li>• Good problem solving and stakeholder management skills to work effectively with diverse stakeholders to achieve task outcomes.</li><li>• Developed writing and speaking skills to align with stakeholders and achieve support for task outcomes.</li><li>• Well-developed planning and time management ability.</li><li>• Demonstrated ability to work independently or in a team environment as required by the task.</li><li>• Experience with natural language processing (NLP) and using large language models (LLM).</li><li>• Knowledge and understanding of when to choose appropriate algorithms.</li><li>• Knowledge of AI ethics and responsible AI use.</li><li>• Be up to date with the latest advancements in AI and machine learning.</li><li>• Knowledge of data collection techniques.</li></ul>	<ul style="list-style-type: none"><li>• Working knowledge of the agile methodology.</li><li>• Working knowledge of using ticketing systems such as ServiceNow.</li></ul>
<b>Licenses or Checks</b>	
<ul style="list-style-type: none"><li>• Police Check</li></ul>	

## APPENDIX 1: ADDITIONAL GENERAL INFORMATION:

### General Expectations

- Behave according to the City's values and expectations.
- Behave according to the City's Leadership capability framework which specifies the behaviours for being an effective team member.
- Adhere to the Council's policies and procedures and carry out duties as deemed reasonable and relevant to this position.
- Understand and adhere to relevant Delegations and Regulations applicable to this role.
- Participate in building ethical organisational culture, by preventing, detecting and reporting fraud and corruption.

### Child Safety Responsibilities:

We are committed to being a child-safe organisation and have zero-tolerance for child abuse. We have specific policies, procedures, and mandatory training in place to support employees, volunteers, and contractors to achieve and adhere to these commitments. Please read our [Child Safe Standards Management Policy](#).

### Diversity and Inclusion

At the City we want a workforce that reflects the community we live in. We welcome and embrace everyone, all people with their own unique experiences, and support and encourage all our employees to do their best work, have equal access to opportunities and a just working environment. For this reason, we particularly welcome and encourage applications from First Nations people, people with diverse cultural and linguistic backgrounds, from the LGBTQIA+ community, people with disability and people of all genders, ages and diverse experience.

### Risk Management and Occupational Health, Safety & Wellbeing (HSW) Responsibilities:

- Promote and lead a positive occupational health, safety and wellbeing culture by demonstrating a positive commitment to HSW.
- Understand and comply with all City of Greater Geelong HSW policies, procedures, and legislative requirements relevant to the position.
- Take responsibility for own safety, perform work in a safe and appropriate manner, ensure understanding of any hazards and risks that may be present.
- Ensure behavior does not interfere with the HSW of others, including discrimination, bullying or harassment.
- Proactively report any incidents, injuries, hazards, or unsafe work practices.
- Complete all mandatory and recommended HSW training as scheduled.

The following general physical, functional, and psychosocial requirements may apply to this position. Specific physical requirements will be attached if applicable.

Physical and Functional Requirements	Psychosocial Requirements
<ul style="list-style-type: none"><li>• Some manual handling tasks.</li><li>• Prolonged periods of inactivity, e.g., sitting at the computer.</li><li>• Regular keyboarding associated activities.</li></ul>	<ul style="list-style-type: none"><li>• Dealing with politically sensitive information and managing demanding stakeholders in stress situations.</li><li>• Demanding deadlines, requiring working longer hours or over weekends.</li><li>• Undertaking decisions that can make lasting impact to the organization and community.</li></ul>

## APPENDIX 2: ADDITIONAL GENERAL INFORMATION

### Band 6:

As per the Enterprise Agreement (No.11) 2021, the following points may apply to a **BAND 6** role:

#### Accountability and Extent of Authority:

- May manage resources, provide advice or regulate clients, and contribute to policy development.
- Freedom to act depends on objectives, budgets, regulations, and supervision, with decisions affecting program quality or cost, subject to appeal or review by senior staff. Policy development roles involve investigative work with output quality crucial to policy process.

#### Judgement and Decision Making:

- Specialized work involving methods developed from theory or precedent.
- Involves improving techniques based on experience, problem-solving in new situations, with available guidance and advice.

#### Specialist Knowledge and Skills/ Qualifications and Experience:

- See relevant sections of the Selection Criteria above.
- Proficiency in theoretical or scientific discipline, understanding of underlying principles, unit goals, policies, and budgeting techniques for resource management positions.

#### Management and Interpersonal Skills:

- Skills needed in time management, setting priorities, planning work, and coordinating with others to achieve objectives efficiently within available resources and timelines.
- Understanding and implementation of personnel practices, cooperation with clients, public, and colleagues, and effective communication within and outside the organization.

*For more information, please refer to the Schedule 12 of the City of Greater Geelong Enterprise Agreement (No.11) 2021*

---

### Band 7:

As per the Enterprise Agreement (No.11) 2021, the following points may apply to a **BAND 7** role:

#### Accountability and Extent of Authority:

- Employees manage resources, provide advice, or participate in policy development.
- Freedom to act varies: resource management follows policies and budgets, advice-giving is reviewed professionally, and policy formulation is investigative, analytical, or creative, guided by senior positions; employees contribute to policy development.

#### Judgement and Decision Making:

- Problem-solving positions with specialized work, using methods developed from theory or precedent.
- Policy formulation involves intellectual challenges, requiring identification and analysis of various options before making recommendations, with limited guidance.

#### Specialist Knowledge and Skills/ Qualifications and Experience:

- See relevant sections of the Selection Criteria above.
- Policy formulation requires analytical skills within an organization-wide framework, along with understanding of the organization's goals, values, legal and political context, budgeting principles, and relevant financial procedures. Entry into this Band typically requires education and several years of relevant experience.

#### Management and Interpersonal Skills:

- Skills needed in time management, prioritization, and efficient planning despite conflicting pressures.
- Understanding and implementation of personnel policies, recruitment procedures, and development schemes; ability to gain cooperation, motivate and develop employees; liaison with external counterparts and internal problem resolution.

*For more information, please refer to the Schedule 12 of the City of Greater Geelong Enterprise Agreement (No.11) 2021*