

POSITION DESCRIPTION

Position Title	CRM Solutions Engineer		
Organisational Unit	Information Technology		
Functional Unit	Digital Innovation and Change		
Nominated Supervisor	National Manager, Digital Innovation and Change		
Classification	HEW 8		
CDF Level	CDF1	Position Number	10613517
Attendance Type	Full Time	Date reviewed	26-JUN-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

ACU has a bold vision for its future. Our Vision 2033 is our landmark statement of strategic direction for ACU's mission as a Catholic university to constitute a 'Christian presence in the university world confronting the great problems of society and culture'. Our mission is to help shape the coming generations in Australia and beyond, by enabling flourishing lives, fostering thriving communities, and building a more ethical future.

Our Catholic mission informs everything we do – challenging us to respect the dignity of the human person, serve the common good, and embed ethical and social justice considerations throughout our teaching and research. We strive to live our core values of truth, excellence, and service.

We are a publicly funded university, and while we are young, we have grown significantly and we and we are making our mark: we are one of the largest university contributors to the care economy in Australia and rank among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We prioritise our staff, supporting their growth with a positive culture, generous leave, and flexible work arrangements. We invite all staff to engage with our mission in whatever way is most meaningful to them – whether as Catholics, as members of other churches and faiths, or as people with no religious affiliation but who are willing to embrace our vision, mission and strategic direction. We continue to invest in our facilities and workplaces and actively involve staff in shaping the future direction of the organisation.

For further information about the university please refer to ACU's [organisational structure](#).

ABOUT INFORMATION TECHNOLOGY

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate's core purpose is to deliver and manage the technology capabilities required to enable learning, teaching, research and business support functions across ACU to achieve their strategic and operational objectives and to foster a culture of digital innovation that enables the advancement of ACU's offer and execution, student experiences, and its industry partnerships.

The Information Technology Directorate is led by the Chief Information and Digital Officer (CIDO) and a leadership team of five direct reports, each representing distinct areas of focus required to realise its purpose,
 PD_CRM Solutions Engineer

namely, Enterprise Capabilities, Data Excellence, Cyber Security, Service Delivery, and Digital Innovation & Change.

ABOUT DIGITAL INNOVATION AND EMERGING TECHNOLOGY

Digital Innovation and Emerging Technology at ACU plays the role of bridging academic mission, institutional strategy, and information technology by identifying, experimenting with, and scaling new digital capabilities that enhance teaching, research, and operations. It operates as a forward-looking function within IT, working collaboratively across faculties, business units, and central services to explore emerging technologies-such as AI, data platforms, immersive learning tools, and automation-while translating them into practical, ethical, and sustainable solutions.

Rather than focusing solely on day-to-day service delivery, this function scans the technology landscape, pilots innovative use cases, manages risk, and embeds successful innovations into enterprise systems and ways of working, ensuring the university remains adaptable, student centred, and competitive in a rapidly evolving digital environment.

POSITION PURPOSE

The CRM Solutions Engineer designs, configures, and implements solutions for the university's Microsoft Dynamics CRM platform by translating business requirements into effective system functionality, ensuring high-quality delivery aligned to stakeholder needs and platform standards.

This is a core delivery role within the specialist CRM capability team, responsible for bridging business needs and technical solutions on the Microsoft Dynamics 365 platform. Working under the guidance of the CRM Lead and Platform Architect, the role designs and builds robust CRM configurations, integrations, and workflows that improve the student and staff experience at ACU.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Develops and configures Microsoft Dynamics 365 CRM solutions, including workflows, forms, business rules, plugins, and Power Platform components to meet defined business requirements. Ensures all configurations adhere to platform standards and governance frameworks.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Works closely with business stakeholders to analyse and capture requirements, translating them into clear functional and technical specifications. Bridges the gap between business intent and platform capability to ensure fit-for-purpose outcomes are delivered.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Partners with the CRM Platform Lead and Lead Developer/Architect to ensure solution designs align with platform architecture, integration patterns, security standards, and long-term strategic direction. Participates actively in design reviews and technical workshops.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Implements and supports integrations between the CRM platform and other enterprise systems (including student management, HR, and marketing platforms), ensuring data consistency, interoperability, and reliable end-to-end information flows across the university's technology ecosystem.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Participates in system testing, user acceptance testing (UAT), quality assurance, and release management activities. Supports change management processes to ensure reliable and high-quality solution delivery with minimal disruption to university operations.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Diagnoses and resolves system issues, working collaboratively with the CRM Systems Administrator and development team to maintain system stability. Provides Level 2/3 technical support for CRM platform issues, escalating appropriately and communicating resolution progress to stakeholders.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Proactively identifies opportunities to enhance system functionality, performance, and user experience through ongoing refinement. Applies analytical thinking to assess current-state pain points and proposes improvements aligned with ACU's evolving digital strategy.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Creates and maintains accurate documentation of configurations, processes, technical solutions, and integration specifications to support consistency, knowledge sharing, and operational continuity within the CRM capability team.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Engages with business users and stakeholders to validate solutions, gather feedback, and refine requirements. Communicates technical concepts clearly to non-technical audiences and fosters collaborative working relationships across the university.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Maintains awareness of Microsoft Dynamics 365, Power Platform, and related Microsoft ecosystem developments to inform solution design and optimisation. Proactively evaluates new features and capabilities for potential application within the ACU environment.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Relevant tertiary qualification in Information Technology, Computer Science, Software Engineering, or a related discipline. Certification in Microsoft Dynamics 365 or Power Platform is highly regarded. • Experience - Demonstrated experience designing, configuring, and implementing solutions on a CRM platform, preferably Microsoft Dynamics 365 / Power Platform. Experience across at least two full implementation or enhancement cycles is expected at this level. • Knowledge - Strong understanding of CRM concepts, customer and student engagement processes, system configuration practices, and the Microsoft Dynamics 365 data model (Common Data Service / Dataverse). • Skill - Proven ability to translate business requirements into functional and technical specifications. Ability to produce clear solution design artefacts, including process flows, data mapping documentation, and configuration guides. • Experience - Experience working within software development or system implementation environments using Agile or hybrid delivery methodologies (e.g., Scrum, SAFe). Familiarity with Azure DevOps or similar project and work-tracking tools. • Knowledge - Sound understanding of system integration concepts, RESTful and SOAP APIs, webhooks, and data flows. Working knowledge of Power Automate, Azure Logic Apps, or similar integration tooling is advantageous. • Skill - Strong analytical, problem-solving, and troubleshooting skills. Ability to diagnose complex system issues independently and drive resolution in a timely and methodical manner. • Skill - Excellent communication and stakeholder engagement skills, with the ability to work effectively across technical and non-technical audiences. Demonstrated capacity to facilitate workshops, gather requirements, and present technical solutions clearly.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.

	• Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness. • Make informed, evidence-based decisions by sourcing and interpreting University and business information.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.
Pre-employment declaration and background check	Preferred candidates will be required to complete mandatory pre-employment declarations and background checks, including those related to gender-based violence and foreign interference, in line with ACU's compliance requirements.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart

<https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>