

POSITION DESCRIPTION

Position Title	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	10612752
Attendance Type	Full Time	Date reviewed	10-MAR-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Deputy Vice-Chancellor - Catholic Mission
- Provost and Deputy Vice-Chancellor (Academic)
- Deputy Vice-Chancellor (Corporate)
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)

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

ABOUT DIGITAL AND EMERGING TECHNOLOGY

Digital and Emerging Technology enables the University to deliver and maintain robust, dynamic, secure and highly available systems to support the delivery of strategic priorities and operational needs.

This function focuses on operational efficiency, excellence in service delivery, security, availability, access, and reliability, for platform and application services. These services support research, high-quality teaching and learning and corporate services. The department contains two organisational units, Applications & Integration Services and Digital Platform Services.

- Application and Integration Services are responsible for implementing, integrating, supporting, and maintaining applications across the ACU enterprise portfolio of applications. Core applications supported include the Student Management and related satellite systems, public and staff websites and the Student Portal. Integrating on-premises systems with the increasing number of Software as a Service applications used by ACU, is a significant enabler of business process improvement and efficiency.

- Digital Platform Services are responsible for critical platforms and core technologies including compute, storage, back-up, enterprise multi-state campus networks including firewalls, single sign-on, operating systems, database, and communication systems administration. ACU is moving to public cloud services and minimising on-premises infrastructure in as many areas as possible.

POSITION PURPOSE

The Solutions Engineer is active in the strategic design and implementation of digital solutions across the enterprise, to align technological initiatives with the university's strategy. This role is responsible for contributing to technical direction, influencing digital policy and ensuring integration across all faculties and directorates. The Solutions Engineer will collaborate with cross-functional teams to design, develop, and implement innovative solutions that drive business success.

The Solution Engineer will work closely with stakeholders, faculties and business units across the University along with the Information Technology Directorate team to identify business requirements and translate them into technical solutions. The role will require staying up to date with emerging technologies and industry trends to recommend and implement innovative solutions that align with business objectives.

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
Contribute to technical leadership and coordination to cross-functional teams guiding the understand of complex business requirements and driving the development of innovative, scalable solutions aligned with strategic objectives.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Design and ensure the implementation of advanced technical architectures that align with long-term organisational business goals and industry best practices.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide technical leadership and responsibility for high-impact innovation projects, proofs of concept (POCs), and proofs of value (POVs), ensuring successful delivery and alignment with organisational strategy.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Provide strong technical guidance on solution development, system integration and deployment, ensuring robust and efficient implementations.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
Engage with senior stakeholders to identify and evaluate potential technology solutions, create compelling technical demonstrations, and present proofs of concept and solution proposals.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Develop and maintain comprehensive solution documentation, including detailed architecture diagrams, technical specifications and user guides, ensuring clarity and accessibility.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Inform and apply contemporary and emerging technologies and industry trends, recommending and integrating innovative solutions that enhance organisational capabilities.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Troubleshoot and resolve of complex technical issues, ensuring seamless deployment and continuous operation of solutions.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Act as a liaison between customers and engineering teams, translating intricate business requirements into sophisticated technical solutions, and conducting advanced aspects of solutions architecture and business analysis. Ensure all solutions adhere to the highest security, compliance, and performance standards, mitigating risks and enhancing system reliability.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Act as a liaison between customers and engineering teams, translating intricate business requirements into sophisticated technical solutions, and conducting advanced aspects of solutions architecture and business analysis.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position seeks commercial opportunities to improve core business to help ACU meet organisational objectives.
The position is expected to demonstrate critical thinking to make recommendations; to meet changing demands; and provide business aligned solutions.
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:	<ul style="list-style-type: none"> • Qualification - Possession of a bachelor's degree in computer science, Engineering, Information Technology, or a related field. Certification in cloud technologies or relevant fields is highly regarded. • Experience - Extensive experience in solution engineering,
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	<p>software development, or IT consulting.</p> <ul style="list-style-type: none"> • Knowledge - Strong knowledge of cloud platforms (AWS, Azure, Google Cloud) and on-premises infrastructure. • Skill - Proficiency in programming languages such as .NET, Python, Java, JavaScript, or C#. • Experience - Experience with API development, system integrations, and database management (SQL, NoSQL). • Knowledge - Solid understanding of DevOps practices, CI/CD pipelines, and automation tools. • Knowledge - Demonstrated expertise with networking, security principles, and data privacy regulations. • Skill - Demonstrated high-level conceptual and analytical thinking skills to resolve complex, multi-stakeholder challenges. • Skill - Strong communication skills with the ability to present complex technical concepts to non-technical stakeholders. • Experience - Experience with technologies such as Copilot Agent development, Microsoft Power Platforms, UiPath, CRM systems, Case Management Systems, O365, SharePoint would be advantageous.
Core Competencies:	<ul style="list-style-type: none"> • 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:	<p>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.</p>
Working with Children and vulnerable adults check	<p>This role does not require a Working with Children Check.</p>
Pre-employment declaration and background check	<p>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.</p>

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>

