Position Description

The Smith Family
Learn today, change tomorrow.

General Information	
Position Title:	AI Solutions Engineer
Team/Program and Function:	Digital & Transformation
Location(s):	National Office, Sydney
Manager's Position Title:	Data & AI Platform Manager
Date Prepared:	23/9/2026
Prepared By (Position Title):	Group Manager, Data & AI
Approved By (Position Title):	Head of Digital & Transformation

Primary Purpose of this Position

The AI Solutions Engineer designs, develops, deploys and supports AI-enabled solutions that leverage organisational data, enterprise platforms and modern AI technologies to improve decision-making, operational efficiency and customer outcomes across The Smith Family.

The role is responsible for building agentic AI solutions, retrieval-augmented generation (RAG) capabilities, intelligent automation services and other AI-powered applications using approved platforms including Microsoft AI Foundry, Azure AI services and Snowflake Cortex. The role combines software engineering, data engineering and AI engineering skills to transform business challenges into scalable, secure and production-ready solutions.

Scope

Direct Reports (by position title)	Indirect Reports (total number)
• Nil	• Nil
Financial Dimensions Controlled by this Position	
Direct control	**Indirect control**
• N/A	• N/A

Other Dimensions of this Position

- Partners with business stakeholders across the organisation to identify opportunities where data, analytics and artificial intelligence can improve decision-making, optimise processes and enhance outcomes
- Develops integrations with enterprise applications, APIs, Microsoft services and Snowflake platforms.
- Works across multiple business domains to translate organisational problems into AI-enabled solutions.
- Supports AI governance, security, privacy and responsible AI requirements throughout the solution lifecycle.
- Contributes to enterprise AI standards, reusable patterns and platform capabilities.
- Collaborates with business stakeholders, architects, engineers and technology teams to deliver end-to-end solutions.

Setting Priorities

How often does this position prioritise, schedule, and manage their workload?	Daily, weekly, monthly, quarterly, yearly

How often does this position prioritise, schedule, and manage the workload of others?	N/A

Key Relationships	
Internal	• Digital & Transformation Leadership • Executives, National and General Managers • Technology & Digital delivery teams • Other management, staff and volunteers
External	• External project consultants and implementers

Key Decision Making in this Position:

Decisions Expected

Decisions made independently:

- Determine the appropriate technical implementation approach for AI solutions within approved architecture, platforms, security standards and solution scope.
- Make day-to-day engineering decisions relating to agent design, RAG implementation, prompts, retrieval, SQL, APIs, integrations, testing and solution optimisation.
- Select appropriate development techniques, libraries and reusable components within approved technology standards.
- Implement technical improvements, defect fixes and refactoring that do not materially alter approved solution scope, architecture, risk or business outcomes.
- Prioritise own technical activities to meet agreed delivery objectives and commitments.

Decisions made with approval:

- Selection of AI solution patterns and architectures.
- Design of agentic workflows and orchestration approaches.
- Selection of retrieval, search and knowledge management strategies.
- Design of semantic models and AI-ready data assets.
- Selection of development frameworks and integration approaches.
- Technical implementation decisions relating to AI solutions.

Recommendations Expected

- Opportunities to improve business processes using AI.
- Appropriate use of AI technologies to address organisational challenges.
- Improvements to AI platforms, data structures and reusable components.
- Security, privacy and governance requirements associated with proposed solutions.
- AI solution architectures and implementation approaches.

Key Responsibilities / Accountabilities:	
Major Area: AI Solution Development & Engineering	**% of Job Total: 35%**
Design, develop and deploy AI-enabled solutions that address organisational challenges and opportunities.	
Develop production-ready AI applications using approved platforms and services.	
Build AI agents, digital assistants and intelligent workflows that interact with organisational systems and data sources.	

Develop Retrieval-Augmented Generation (RAG) solutions across structured and unstructured information sources.	
Build scalable solutions that are secure, maintainable and operationally supported.	
Develop integrations with enterprise systems, APIs and cloud services.	
Apply software engineering practices including testing, source control and deployment automation.	
Rapidly prototype, evaluate and iterate AI solutions based on user feedback.	
Create semantic models, knowledge repositories, vector stores, search indexes and reusable AI artefacts.	
Contribute reusable components, frameworks and solution patterns for future AI initiatives.	
Major Area: Agentic AI & Intelligent Workflow Development	**% of Job Total: 25%**
Develop multi-agent workflows capable of completing complex business tasks.	
Implement orchestration patterns, tool calling and agent collaboration capabilities.	
Build integrations between AI agents and enterprise applications.	
Develop conversational experiences that support employees and customers.	
Optimise agent performance, reliability and user experience.	
Support the delivery of future digital worker capabilities.	
Major Area: Data & AI Platform Development	**% of Job Total: 15%**
Develop and maintain AI solution components using approved cloud platforms.	
Build solutions leveraging Microsoft AI Foundry, Azure AI services and Snowflake Cortex capabilities.	
Work closely with Data engineers to ensure pipelines/ingestion build serve the data needs of the AI use case.	
Use TSQL to query, analyse data for AI use cases.	
Collaborate with Data Engineers to ensure data required for AI solutions is reliable and accessible.	
Support the management of AI environments, services and supporting infrastructure.	
Major Area: Stakeholder Engagement & Consulting	**% of Job Total: 10%**
Partner with stakeholders across the organisation to understand business challenges, define analytical requirements and identify opportunities for data-driven solutions.	
Facilitate workshops and discussions to refine problem statements, hypotheses and success measures.	
Act as a trusted advisor on the application of analytics, machine learning and AI to support organisational objectives.	
Major Area: Responsible AI, Governance & Continuous improvement	**% of Job Total: 10%**
Ensure solutions comply with organisational governance, security and privacy requirements.	
Support implementation of Responsible AI principles and controls.	
Participate in AI design reviews and risk assessments.	
Monitor deployed AI solutions and recommend improvements.	
Maintain technical documentation and operational procedures.	
Promote continuous improvement and innovation within the Data & AI function.	
Major Area: Capability Building & Knowledge Sharing	**% of Job Total: 5%**

Contribute to the uplift of AI engineering capability across the Data & AI team through knowledge sharing, technical mentoring, solution walkthroughs and hands-on coaching.
Remain current with emerging trends, tools and techniques in machine learning and AI.
Contribute to communities of practice, lead knowledge sharing activities like showcases, and technical forums to build organisational capability in emerging AI tech and platforms

Key Challenges in Achieving Goal(s):

- Delivering AI solutions that are both innovative and operationally sustainable.
- Managing AI solution quality, reliability and user trust.
- Integrating AI services across diverse technology platforms and data sources.
- Maintaining solution performance while controlling platform and consumption costs.
- Keeping pace with rapidly evolving AI technologies and capabilities.
- Ensuring AI solutions remain secure, governed and compliant.
- Balancing rapid experimentation with enterprise-grade delivery requirements.
- Managing varying levels of AI maturity across business stakeholders.

Qualifications, Experience and Competencies:

	Essential	Desirable
Education/ Qualifications/ Memberships:	• Bachelor's degree in software engineering, Data Engineering, AI, Machine learning or related experience	• Master's degree in Artificial Intelligence, Machine Learning or related discipline. • Microsoft Azure, AI Foundry or AI Engineering certifications. • Snowflake certifications.
Experience:	**Essential**	**Desirable**
	• Demonstrated experience developing AI, machine learning or data-intensive software solutions. • Hands-on experience building generative AI applications using large language models. • Experience designing or implementing retrieval-augmented generation solutions over enterprise information. • Experience building AI agents, tool-enabled AI workflows or orchestrated AI applications. • Strong SQL skills, including querying, joining, transforming and validating data from multiple sources. • Strong programming capability in Python or a comparable language. • Experience developing and consuming APIs and integrating applications with data or AI services.	• Experience with Snowflake and Snowflake Cortex capabilities, particularly Cortex Agents, Cortex Search, Cortex Analyst and semantic views. • Experience with Microsoft Foundry, Azure OpenAI, Azure AI Search or related Microsoft AI services. • Experience implementing Model Context Protocol servers or clients. • Experience implementing CI/CD, infrastructure automation, observability and operational monitoring for AI applications. • Experience with identity, OAuth, role-based access control and secure API integration. • Experience deploying AI services using containers, serverless platforms or cloud application services. • Experience with responsible AI evaluation, model risk controls or privacy-by-design practices.

	• Experience designing AI solutions that use both structured and unstructured information. • Experience testing and evaluating generative AI outputs and retrieval quality. • Experience using source control and contemporary software engineering practices. • Experience working with technical and non-technical stakeholders to translate business needs into implemented solutions.	• Experience within a purpose-led, not-for-profit, education or community-services organisation.
Competencies:	**Essential**	**Desirable**
	• Strong software engineering and technical problem-solving capability. • Strong understanding of generative AI, agent and RAG concepts. • Ability to investigate and resolve issues across data, retrieval, model, integration and application layers. • High attention to security, privacy, data quality and operational reliability. • Ability to explain complex AI concepts clearly to non-technical audiences. • Strong collaboration skills across multidisciplinary delivery teams. • Curiosity and willingness to learn in a rapidly evolving technical environment. • Commitment to responsible, transparent and human-centred use of AI. • Ability to coach or support other team members in emerging AI engineering practices.	• Understanding of semantic modelling and natural-language-to-SQL patterns. • Knowledge of AI observability, evaluation frameworks and model lifecycle practices. • Understanding of AI architecture, integration and security patterns.

Every Team Member at The Smith Family:
• Is expected to uphold The Smith Family's values and culture; • Understands and complies with the Child Protection Framework; • Complies with work, health and safety systems, and takes reasonable care for the health and safety of self and others; • Reports injuries, hazards and incidents and participates in risk management as required; • Understands and supports The Smith Family's commitment to reconciliation.