Position Description – Intelligent Automation Analyst

Position Details

Position Title: Intelligent Automation Analyst

College/Portfolio: Operations Portfolio **School/Group:** Information Technology Services

Campus Location: Primarily based at the Melbourne city campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 7 **Time Fraction:**1.0

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Senior Manager, Automation

No. of Direct reports: NA

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/
https://www.rmit.edu.au/about/facts-figures

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

https://www.rmit.edu.au/about/our-locations-and-facilities

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion **Imagination** **Integrity** **Courage** **Passion** **Impact**

Learn more about our values: https://www.rmit.edu.au/about/our-strategy/values

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.
Know – We are self-aware, and understand our stakeholders, our sector and priorities.
Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications,, Experience, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG) and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

Position Summary

As an Intelligent Automation Analyst, you will contribute to analysing, designing, and implementing automation solutions using Robotic Process Automation (RPA) and Generative Artificial Intelligence (Generative AI) to improve operational efficiency and effectiveness within RMIT University.

This role involves working closely with different stakeholders to understand business processes, identifying automation opportunities, and implementing RPA solutions.

You will work in collaboration with cross-functional teams to support delivery of automation solutions.

The Automation Analyst will also provide support to the Automation Specialists to monitor the performance of automation solutions in production.

Key Accountabilities

- Identify and evaluate opportunities for Automation using Robotic Process Automation (RPA) and Generative AI to improve business processes across RMIT University, by analysing existing business processes, conducting process assessments, gathering requirements, and documenting process flows.

- Conduct proof of concept exercises to assess technical feasibility of new Robotic Process Automation, Intelligent Process Automation with Generative AI, and Workflow Automation

- Deliver new solutions using Robotic Process Automation (RPA), Intelligent Process Automation with Generative AI, and Workflow Automation, with the support of the Automation team

- Liaise with business and technical stakeholders to deliver automated solutions which meet customer requirements, presenting the value of RPA and obtaining feedback

- Support business readiness for new automation solutions by communicating process changes to impacted stakeholders and assisting with go-live transition activities

  Support the Automation team to monitor and track bot's activities in production, diagnose and resolve issues, and ensure bot's operations meet the defined SLAs
- Identify and plan enhancements for Robotic Process Automation, Intelligent Process Automation and Workflow Automation solutions already in production.

- Contribute to maintaining the different RPA environments including Development, Test and Production

- Contribute to the Automation team by building RPA, AI, and Automation-related artefacts according to best practice standards which can be re-used across the practice

- Be a champion for automation and agile ways of working, working collaboratively across RMIT to help deliver world-class automation.

Key Selection Criteria

- Identify and evaluate opportunities for Automation using Robotic Process Automation (RPA) and Generative AI to improve business processes across RMIT University, by analysing existing business processes, conducting process assessments, gathering requirements, and documenting process flows.
- Conduct proof of concept exercises to assess technical feasibility of new Robotic Process Automation, Intelligent Process Automation with Generative AI, and Workflow Automation.
- Deliver new solutions using Robotic Process Automation (RPA), Intelligent Process Automation with Generative AI, and Workflow Automation, with the support of the Automation team.
- Liaise with business and technical stakeholders to deliver automated solutions which meet customer requirements, presenting the value of RPA and obtaining feedback.
- Support business readiness for new automation solutions by communicating process changes to impacted stakeholders and assisting with go-live transition activities.

- Support the Automation team to monitor and track bot's activities in production, diagnose and resolve issues, and ensure bot's operations meet the defined SLAs.
- Identify and plan enhancements for Robotic Process Automation, Intelligent Process Automation and Workflow Automation solutions already in production.
- Contribute to maintaining the different RPA environments including Development, Test and Production.
- Contribute to the Automation team by building RPA, AI, and Automation-related artefacts according to best practice standards which can be re-used across the practice.
- Be a champion for automation and agile ways of working, working collaboratively across RMIT to help deliver world-class automation.

Qualifications

- Tertiary qualifications in Information Technology, or equivalent experience

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.