

AI Solutions Engineer

Dedicated AI adoption, governance, workflow optimization, and agentic automation role

Position Summary

The AI Solutions Engineer is a dedicated resource responsible for accelerating the practical, responsible, and measurable adoption of artificial intelligence across Innovative Systems. This role partners with leaders, managers, technical teams, and end users to identify where AI can improve productivity, streamline workflows, automate repetitive work, strengthen key business platforms, and enable new capabilities.

This person serves as a program leader and internal AI ambassador, combining AI fluency, project leadership, business process analysis, strong communication, and cross-functional collaboration to promote responsible experimentation and hands-on adoption.

Key Responsibilities

AI Strategy, Governance, and Responsible Use

- Support the company's AI governance framework, including responsible use standards, approved tools, data protection expectations, and agent approval processes.
- Partner with IT, AI, executive, and department leadership to define AI priorities, standards, rollout plans, and adoption roadmaps.
- Evaluate the latest AI toolsets, platforms, agents, and integrations for business value, security, scalability, usability, and alignment with company policy.
- Help define and manage the company's approach for developing, approving, publishing, monitoring, retiring, and supporting internal AI agents, including clear ownership, purpose, success criteria, permissions, documentation, validation, quality expectations, and operational handoff.

Workflow Automation and AI Enablement

- Lead discovery sessions with managers and teams to identify high-value workflows, document current-state processes, pain points, risks, success criteria, and expected business value, and determine where AI, automation, agents, or better process design can improve outcomes.
- Help design, prototype, test, and roll out AI-assisted workflows, autonomous agents, and agentic business processes with technical and business stakeholders.
- Create practical playbooks, templates, prompts, process maps, and reusable patterns that help teams apply AI consistently.

Training, Adoption, and Change Leadership

- Serve as an internal AI ambassador who encourages experimentation and helps employees understand how AI can improve their daily work.
- Create and deliver practical enablement resources, including training, user guides, office hours, demonstrations, success stories, prompts, and workflow examples that help employees use approved AI tools responsibly and effectively.
- Provide hands-on consultation for employees and teams applying AI tools to real work, including advice on tool selection, prompting, workflow fit, and responsible use.

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ROI, Metrics, and Continuous Improvement

- Define, track, and report practical AI value measures, including adoption, licensing utilization, costs, time savings, productivity gains, quality improvements, reduced manual effort, ROI, and department-specific outcomes.
- Maintain visibility into AI initiatives, pilots, agents, workflows, owners, status, risks, and measured outcomes.
- Recommend where to expand, adjust, consolidate, or limit AI tools and licenses based on business value.

AI Platform Configuration and Integration

- Manage AI-related configuration, enablement, and integrations within key company platforms, including Azure DevOps, GitHub, Halo, and Salesforce, and other SaaS or proprietary platforms, with emphasis on secure platform setup, governance alignment, documentation, and stakeholder coordination.
- Evaluate, configure, and optimize Halo's AI capabilities for software support workflows, including ticket triage, knowledge matching, runbooks, reporting insights, and support process improvements.
- Coordinate with IT, development, support, and sales stakeholders to ensure AI-enabled platform changes are secure, well documented, appropriately governed, and aligned with business needs.
- Participate with IT on platform administration where appropriate and contribute to AI-related cybersecurity initiatives involving access control, data protection, automation, and system integrations.

Qualifications

- Demonstrated passion for AI, automation, and using technology to improve how people work.
- Strong understanding of modern AI tools, prompting techniques, generative AI concepts, workflow automation, agents, and practical AI use cases.
- Ability to learn new AI platforms quickly and translate technical concepts into practical recommendations for non-technical users.
- Experience leading cross-functional projects and driving initiatives from concept through implementation.
- Strong communication, facilitation, documentation, training, and business process analysis skills.
- Self-driven, curious, organized, collaborative, and comfortable operating in a fast-changing technology landscape.
- Sound judgment regarding data protection, confidentiality, security, and responsible technology use.
- Background in IT, software development, business analysis, operations, software support, or process improvement.
- Hands-on experience with tools and platforms such as Microsoft Copilot, Microsoft 365, Copilot Studio, Microsoft Foundry, GitHub Copilot, Anthropic Claude, Azure DevOps, GitHub, Halo, Salesforce, cloud computing platforms especially Microsoft Azure, workflow automation platforms, APIs, scripting, or low-code/no-code tools.
- Proficiency with building prompts, reusable AI workflows, internal knowledge assistants, chatbots, or automation prototypes.
- Familiarity with enterprise security, identity, permissions, compliance, data governance, cybersecurity practices, platform administration, or software implementation practices.
- Experience defining metrics, measuring productivity impact, reporting business value, or managing technology adoption programs.

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Reporting Relationship

This position reports to the IT Manager and works closely with the AI Office, executive leadership, department managers, technical teams, support teams, operations teams, and other stakeholders involved in AI adoption and workflow improvement.

Benefits

- Highly competitive wages
- Paid time off
- 10 paid holidays
- 401(k) matching
- Company-paid family health Insurance
- Company-contributions to an HAS plan
- Company-paid employee Dental Insurance
- Company-paid employee Vision Insurance
- Company-paid Life Insurance
- Company-paid Short- & Long-Term Disability Insurance