Core IT Svcs Splst,Sr (req34288)

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Type: Full-Time
Salary: $7,014.80 - $10,041.20 per month
Category: Network/System Administrator

Requisition ID: req34288

Working Title: Core IT Svcs Splst,Sr

Position Grade: 16

Position Summary

UNM IT is looking
for a Senior Core IT Services Specialist (AI Architect) to help develop and guide university adoption of AI services collaboratively across campus. This position will report to UNM's Director of Enterprise Applications and work in a department that is passionate about empowering students, staff and faculty to participate

in higher education through the ethical and effective adoption of technology. Technology is playing an increasing role in the delivery of education and improvements in administrative services resulting in the rapid expansion of technology in higher education and the transformative impacts of artificial intelligence on our UNM Community.

The success of
this position will depend on collaboration and partnership including regular interactions with students, faculty, and staff positions across a wide variety of offices.

Responsibilities:

- Developing enterprise Large Language Model (LLM) services across a range of university functions. These include the use of AI for data and analytics, process automation, creation of bots and agents, and professional AI service access for students, faculty, and staff.
- Identifying AI platform/tools and process efficiency use cases for implementation
- Developing AI guidance, training, and documentation.
- Investigating opportunities for AI integrations and roll outs of embedded AI features within existing administrative technology systems.
- Working collaboratively across UNM IT and the institution to ensure that AI strategies and plans are implemented in an ethical and effective manner that promotes UNM's institutional goals for teaching, research, patient care, and community service.
- Serving as an ambassador for AI opportunities and digital transformation efforts within Applications and other areas reporting to the Director of IT Applications.
- Serve as the resident expert in the application of AI and Large Language Models to support administrative processes and units, providing technical leadership and guidance to faculty, staff, and students across the University of New Mexico.
- Work with AI leads in other IT director areas to design, implement, and support innovative AI-driven services and solutions to support departments and processes within the academic environment.
- Collaborate with university stakeholders to identify and evaluate opportunities for integrating artificial intelligence into existing technologies and processes and refine guidance and policy to support ethical and effective adoption of AI tools.
- Develop and deliver training materials and workshops on AI tools to faculty, staff, and student users.
- Conduct research and provide recommendations on emerging trends in AI, process automation and technology to inform strategic planning and continuous improvement initiatives.
- Customize, configure, and troubleshoot technology platforms, including AI-enabled applications, to meet the evolving needs of the UNM community.

- Contribute to the development and documentation of technical procedures, best practices, and user guides related to academic and AI technologies.
- Participate in cross-functional project teams, supporting the implementation and scaling of AI initiatives within the university's academic infrastructure.
- Ensure compliance with data privacy, accessibility, and ethical guidelines in the deployment of Applications and AI solutions, ensuring that humans are in the loop for impactful decisions.

This role
involves regular on-site engagement with diverse stakeholders across UNM, but
some telecommuting may be arranged.

We are an equal
opportunity employer committed to diversity and inclusion.

See the Position Description for additional information.

Conditions of Employment

- Must pass a pre-employment criminal background check.
- May be required to pass post-offer, pre-employment physical examination and medical history check.

Minimum Qualifications

Bachelor's degree; at least 5 years of experience directly related to the duties and responsibilities specified.

Completed degree(s) from an accredited institution and/or experience that is directly related to the duties and responsibilities specified may be interchangeable on a year-for-year basis.

Preferred Qualifications

Preferred Qualifications:

1. Experience managing and developing service definitions and related policies and procedures
2. Experience working in a higher education environment and serving the evolving needs of students, faculty, and administrative support.
3. Experience supporting faculty and students with the ethical and effective adoption of technology for teaching and learning.
4. Ability to communicate technical information to a diverse audience of technical and non-technical individuals.
5. Knowledge of user experience / satisfaction analysis and measurement methods.
6. Knowledge of the current and emerging landscape of Artificial Intelligence and its adoption within higher education.
7. Experience with machine learning and its application to educational analytics.

8. Proficiency in Generative AI Models (e.g., GPT, Claude, Grok), Prompt Engineering, Reinforcement Learning.
9. Expertise in integrating AI with enterprise platforms, such as ERPs (Banner), CRMs (Salesforce), LMSs (Canvas), or workflow tools (e.g., ServiceNow, Boomi).
10. Understanding of MLOps and AI lifecycle management, including model governance, deployment, monitoring, and drift detection.
11. Experience designing and deploying AI/ML solutions using cloud platforms such as Microsoft Azure or Google Cloud Platform (GCP), with proficiency in frameworks like TensorFlow or PyTorch.
12. Understanding of security and privacy frameworks, practices, and concerns.
13. Understanding of the compliance landscape that impacts delivery of academic applications (FERPA, IPRA, HIPAA, ADA, etc.).
14. Experience with cloud service providers and the AI service / toolset landscape.

Campus: Main - Albuquerque, NM

Department: IT Applications (324A)

Employment Type: Staff

Staff Type: Regular - Full-Time

Status: Exempt

Pay: Monthly: $7,014.80 - $10,041.20

Benefits Eligible
This is a benefits eligible position. The University of New Mexico provides a comprehensive package of benefits including medical, dental, vision, and life insurance. In addition, UNM offers educational benefits through the tuition remission and dependent education programs. See the Benefits home page for a more information.

ERB Statement
As a condition of employment, eligible employees working greater than .25 FTE as determined by the New Mexico Education Retirement Act must make mandatory retirement contributions. For more information, review the Benefits Eligibility at a Glance grid.

Background Check Required: Yes

For Best Consideration Date: 8/28/2025

Eligible for Remote Work
Yes

Eligible for Remote Work Statement
This position is open to hybrid remote work, an arrangement that allows an employee to work on a part-time basis at an alternate location other than a UNM worksite.

Application Instructions
Only applications submitted through
the official UNMJobs site will be accepted. If you are viewing this job
advertisement on a 3rd party site, please
visit UNMJobs to submit an application.

Include Resume and Cover Letter. Applications need to include a complete professional work history with dates and hours worked. Applicants submitting incomplete application packages may not be considered for interview.
The University of New Mexico is an Equal Opportunity/Affirmative Action Employer and Educator.

Related Searches:

Network/System Administrator

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