AI Solutions Engineer II

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UNIVERSITY OF CENTRAL FLORIDA

Facilities and Business Operations:

The Facilities and Business Operations at UCF is dedicated to fostering a conducive educational environment for our faculty, staff, students, and the broader community. We are committed to excellence, providing unparalleled expertise, and maintaining a world-class standard in service.

Please visit us at: https://fs.ucf.edu/ or Facebook and Instagram: UCF Facilities

The Opportunity:

The UCF IT within Facilities and Business Operations is seeking to hire an AI Solutions Engineer II. This role is responsible for serving as the primary technical owner and operator of the university's AI chat environment, administering the AI gateway, orchestration layers, and chat interface platforms that provide secure, scalable access to large language models for campus users. The position manages model onboarding, platform health, monitoring, and configuration across on-premises GPU systems and cloud providers, ensuring reliability and security. Additionally, the AI Solutions Engineer II contributes to broader AI and automation initiatives as capacity allows, supporting innovation and advanced technology adoption across the university.

Classification Title: Systems Engineer II

Responsibilities:

- Operate and maintain the AI chat platform, including AI routing/gateway tooling, API configuration, usage controls, authentication, logging, and performance monitoring.
- Ensure system reliability, availability, and responsiveness for campus users.
- Manage the lifecycle of AI models used within KnightGPT, including vetting and evaluating new models, configuring parameters and safety controls, setting routing rules, and onboarding models from local GPU nodes and cloud providers (Azure, AWS, GCP) in alignment with institutional policy.
- Perform platform monitoring, alerting, and capacity planning, including implementing dashboards, metrics collection, and incident response processes.

- Coordinate updates, patches, and version management for all components of the KnightGPT system.
- Support secure and compliant AI operations, including access control, data handling practices, auditability, and adherence to university policy and regulatory requirements.
- Contribute to documentation and operational runbooks for the platform.
- Assist with broader AI and automation initiatives, such as workflow development across systems like ServiceNow and Workday, integration with university data sources, and participation in pilot programs involving new AI capabilities.

Minimum Qualifications:

Bachelor's degree and 2 years of relevant experience; or High School Diploma (or equivalent) and 6 years of relevant work experience in lieu of degree or an equivalent combination of education and experience pursuant to Fla. Stat. 112.219(6).

Preferred Qualifications:

- 1 year of experience managing AI platforms, cloud services, or enterprise-scale applications.
- Bachelor's or Master's degree in Computer Science, Data Engineering, AI/ML, or a related field.
- Hands-on experience with large language models (LLMs) and AI orchestration tools.
- Proficiency with cloud platforms such as Azure, AWS, or GCP, including GPU-based compute environments.
- Experience with monitoring and observability tools (e.g., dashboards, metrics collection, alerting systems).
- Familiarity with security best practices, compliance standards, and data governance in AI systems.
- Knowledge of workflow automation and integration with enterprise systems (e.g., ServiceNow, Workday).
- Excellent problem-solving skills and ability to respond to incidents in complex technical environments.
- Strong documentation skills and experience creating operational runbooks.

Special Instructions to the Applicants:

Position requires a valid Class E driver's license. This position may involve driving to various locations on and off campus to conduct University business.

Applicant must be authorized to work for any U.S. employer, as sponsorship is not available for this position.

The anticipated salary range for this position is $64,518 to $75,000. The final salary will be determined based on the candidate's qualifications, experience, and internal equity considerations.

If you are selected as the final candidate for an employment opportunity, both your position and salary will be significantly based upon the information that you have provided in your application for employment. We urge you to please take the time to complete the application in its entirety.

Classification Title: Systems Engineer II

Are you ready to unleash YOUR potential?

As a next-generation public research university and Forbes-ranked top employer in Florida, we are a community of thinkers, doers, creators, innovators, healers, and leaders striving to create broader prosperity and help shape a better future. No matter what your role is, when you join Knight Nation, you'll play an integral role at one of the most impactful universities in the country. You'll be met with opportunities to connect and collaborate with talented faculty, staff, and students across 13 colleges and multiple campuses, engaging in impactful work that makes a positive difference. Your time at UCF will provide you with many meaningful opportunities to grow, you'll work alongside talented colleagues on complex projects that will challenge you and help you gain new skills, and you'll have countless rewarding experiences that go well beyond a paycheck.

Working at UCF has its perks! UCF offers:

- Benefit packages, including Medical, Dental, Vision, Life Insurance, Flexible Spending, and Employee Assistance Program
- Paid time off, including annual and sick time off and paid holidays
- Retirement savings options
- Employee discounts, including tickets to many Orlando attractions

Education assistance

And more...For more benefits information, view the UCF Employee Benefits Guide.

Dive into our Total Rewards Calculator to discover the diverse selection available to you, giving you a glimpse into the benefits that together shape your comprehensive rewards package at UCF.

Unless explicitly stated on the job posting, it is UCF's expectation that an employee of UCF will reside in Florida as of the date the employment begins.

Department

UCF IT

Work Schedule

Monday - Friday, 8:00am - 5:00pm

Type of Appointment

Regular

Expected Salary

$64,518.00 to Negotiable

Job Posting End Date

01-15-2026-12-00-AM

As a Florida public university, the University of Central Florida makes all application materials and selection procedures available to the public upon request.

UCF is proud to be a smoke-free campus and an E-Verify employer.

If an accommodation due to a disability is needed to apply for this position, please call 407-823-1336 or email onac@ucf.edu.

For general application or posting questions, please email talent@ucf.edu.
Your assistance with the University of Central Florida's Affirmative Action Plan implementation is appreciated. The University collects VOLUNTARY declarations of race and gender and uses the information to compile statistics on recruitment success. If you choose to assist, your demographic

information will be used only for affirmative action. The University of Central Florida is an equal opportunity, equal access, and affirmative action employer.