AI Solutions & Systems Specialist

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Type: Full-Time
Salary: $80,000 per year
Posted: 2 days ago
Category: Network/System Administrator
Company Description:

Roxbury Community College (RCC) is a public institution of higher education offering associate degrees, certificate programs and lifelong learning opportunities to the Greater Boston community. The Department of Education recognized RCC as a Predominantly Black Institution (PBI) and as one of the top 100 community colleges in the country for student outcomes through the Postsecondary Success Recognition Program, making it the only community college in Massachusetts with these designations.

RCC offers 24 associate degree programs, 6 credit-based certificate programs, 13 non-credit professional certification programs, 30+ lifelong learning and fitness classes, and customized incumbent worker training programs. The college hosts hundreds of civic and community events at the Reggie Lewis Track and Athletic Center each year. RCC is committed to providing all learners with the academic and non-academic support required for degree completion and long-term success.

Roxbury Community College is guided by our six core values of Accountability, Equity, Excellence, Honesty, Integrity, and Respect. RCC is also an AA/EO employer and strongly encourages applications from candidates who would enhance the diversity of its staff. Reasonable accommodation may be provided to enable individuals with disabilities to perform essential job functions. The Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act require all institutes of higher education to disclose campus policy statements and crime statistics. Our annual report is available at Clery Report.

Job Description:

Title: AI Solutions & Systems Specialist

Unit: Non-Unit

Department: Enterprise Transformation

Reports To: Vice President of Enterprise Transformation

Date: January 2026

Position Summary

Roxbury Community College (RCC) is seeking an adaptable and technically skilled AI Solutions & Systems Specialist. Unlike a traditional research role, this position focuses on the selection, implementation, and management of commercially available AI and machine learning tools to enhance student success and institutional efficiency. The Specialist will serve as the primary manager for RCC's "AI stack," ensuring that third-party AI solutions (such as generative AI assistants, predictive analytics platforms, and automated dashboards) are effectively integrated with the college's core systems. The ideal candidate is a "technical generalist" who can translate institutional needs into the right mix of off-the-shelf technology.

Essential Duties and Responsibilities

AI Tool Selection and Implementation:

- Evaluate and pilot commercially available AI tools and SaaS platforms to address institutional goals, such as the Avatar Support Assistant for student inquiries.
- Lead the configuration and "fine-tuning" of vendor-provided models to ensure they reflect RCC's specific data, policies, and voice.
- Stay current on the rapidly evolving AI marketplace to recommend cost-effective "low-code" or "no-code" solutions that provide immediate value.

Systems Integration and Data Flow:

- Manage the technical connection between AI tools and RCC's core platforms, including the Student Information System (SIS), LMS, and CRM.
- Develop and maintain data connectors and APIs to ensure AI tools have access to accurate, real-time institutional data.
- Oversee the RCC Executive Helpdesk Dashboard, ensuring data from various transformation projects is accurately visualized for leadership.

AI Governance and Ethics:

- Establish and monitor "guardrails" for AI usage, focusing on data privacy, FERPA compliance, and the mitigation of algorithmic bias in third-party tools.
- Audit vendor-provided models periodically to ensure they remain accurate and equitable for RCC's diverse student population.

Collaboration and Training:

- Work with departments like Institutional Research and IT to align AI initiatives with existing technical infrastructure.

- Act as a bridge between non-technical staff and AI vendors, translating functional requirements into technical specifications.

Requirements:

Required Qualifications:

- Bachelor's degree in information technology, Computer Science, Data Analytics, or a related field.
- 3+ years of experience in Systems Administration, Technical Product Management, or Data Integration.
- Demonstrated experience managing SaaS-based AI/ML platforms or enterprise software integrations (APIs, Zapier, Power Automate, etc.).
- Proficiency in SQL for data extraction and a working knowledge of Python or scripting for automation.
- Strong analytical skills with a focus on "systems thinking"?understanding how moving one piece of technology affects the whole ecosystem.

Preferred Qualifications:

- Experience implementing Generative AI or Chatbot solutions in a professional setting.
- Familiarity with higher education systems such as Jenzabar and Canvas.
- Certification in AI Management or Cloud Platforms (AWS, Azure, Google Cloud).

Additional Information:

Location: Roxbury Community College, 1234 Columbus Ave, Boston, MA 02120

Unit Status: Non-Unit

Hours: 37.5 hours per week

Compensation: $80,000.00/year

Expected Start Date: Spring 2026

Application Deadline: Until filled

Application Instructions:

All applicants must apply online by submitting:

- Cover Letter
- Resume
- (3) Professional References

Successful applicants will be required to complete a Criminal Offender Record Information (CORI/SORI) request.

After completing all the steps above, please go back into the newly created account and double check that your resume and cover letter uploaded as you intended.

Roxbury Community College understands that persons with specific disabilities may need assistance with the job application process and/or with the interview process. For confidential assistance with the job application process, please contact Pat Noel, ADA Coordinator, at 857-701-1290 or pnoel1@rcc.mass.edu.

The Massachusetts Board of Higher Education - Roxbury Community College is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The Massachusetts Board of Higher Education - Roxbury Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Roxbury Community College only accepts application materials through our online application system. We are unable to accept application materials through mail, email, fax, or hand delivery. If you do not have access to a computer, please contact Human Resources at hrstaff@rcc.mass.edu.
Roxbury Community College is an equal opportunity/affirmative action/504 employer.

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