AI Learning Program Manager, Digital Data Design Institute

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Type: Full-Time
Salary: $76,400 - $130,000 per year
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Category: Curriculum Design;
Military

HARVARD UNIVERSITY

Company Description

By working at Harvard University, you join a vibrant community that advances Harvard's world-changing mission in meaningful ways, inspires innovation and collaboration, and builds skills and expertise. We are dedicated to creating a diverse and welcoming environment where everyone can thrive.

Why join Harvard Business School?

Harvard Business School, located on a 40-acre campus in Boston, was founded in 1908 as part of Harvard University. It is among the world's most trusted sources of management education and thought leadership. For more than a century, the School's faculty has combined a passion for teaching with rigorous research conducted alongside practitioners at world-leading organizations to educate leaders who make a difference in the world. Through a dynamic ecosystem of research, learning, and entrepreneurship that includes MBA, Doctoral, Executive Education, and Online programs, as well as numerous initiatives, centers, institutes, and labs, Harvard Business School fosters bold new ideas and collaborative learning networks that shape the future of business.

Job Description

Job Summary:

The Digital, Data, and Design (D^3) Institute at Harvard is accepting applications for an AI Learning Program Manager. D^3 helps industry leaders re-imagine the potential of AI in business and society through cutting-edge research and experiential learning. We are seeking an experienced Program Manager to help scale the D^3 executive education portfolio by embedding AI-enabled workflows

into curriculum development, delivery readiness, and program evaluation. This role will work closely with Faculty and the Harvard Business School Executive Education team, to scale a new AI-focused executive workshop program.

The AI Learning Program Manager will operate as a hands-on partner who (1) rapidly translates emerging D³ and HBS faculty research into executive-ready curriculum assets, and (2) designs and operationalizes AI tools, automations, and agentic workflows that streamline recurring program tasks (e.g., content iteration cycles, session readiness packs, evaluation synthesis, and reporting). The role combines strong program management discipline with practical AI fluency.

Job-Specific Responsibilities:

AI-Enabled Program Optimization

- Identify high-impact opportunities to streamline and scale executive education program workflows using AI tools, automation platforms, and agentic systems-prioritizing improvements that preserve or enhance participant and faculty experience.
- In partnership with the Agentic AI Product Manager, develop and maintain reusable "program operating assets" enabled by AI (templates, prompt libraries, rubric-based QA, agent instructions, workflow documentation, and governance checklists).
- Serve as a trusted advisor to program teams regarding when AI can help optimally scale program effectiveness.

* Curriculum Development
- Translate D³/HBS research into executive-ready curriculum assets (session plans, frameworks, pre-work, exercises, discussion prompts, teaching notes, reinforcement content), using AI to accelerate synthesis and drafting while ensuring rigorous human review.
- Serve as a primary partner to faculty for refining session plans and program structure, balancing client needs with available expertise and crafting both templated and customized program plans.
- Coordinate faculty touchpoints for overall curricular review and refinement sessions and prepare all relevant documentation as needed.
- Run rapid iteration cycles on curriculum components in partnership with faculty and the Executive Education team, incorporating feedback signals and delivery insights into continuous improvements.
- Build and manage a content "refresh cadence" to keep AI and digital content current as research and industry practices evolve.
- Maintain a curriculum library for modular reuse across programs.

* Evaluation Automation and Insight Generation

- Redesign and automate key components of program evaluation using AI (e.g., survey synthesis, theme extraction, sentiment and qualitative coding support, debrief summaries, action logs, and leadership reporting).
- Implement a structured evaluation approach that produces actionable insights quickly, while maintaining methodological integrity.
- Define and track KPIs tied to program outcomes and operational efficiency (e.g., time-to-insight, time-to-refresh, participant relevance and applicability ratings, content reuse rate, and delivery readiness cycle time).
- Partner with stakeholders to convert evaluation insights into prioritized improvements and measurable follow-through.

* Delivery Partnership and Operational Excellence
  - Partner with HBS Executive Education teams to ensure seamless delivery readiness, using AI-enabled workflows to reduce administrative burden and increase consistency (e.g., faculty prep packs, run-of-show drafts, checklists, participant communications templates).
  - Anticipate operational risks and bottlenecks; design mitigations and scalable processes..
  - Maintain clear documentation and "single source of truth" artifacts (session matrices, responsibility maps, content inventories, evaluation summaries, decision logs).

* Governance, Quality Assurance, and Responsible AI
  - Establish and adhere to governance protocols for AI usage in program workflows and content development, including confidentiality, data privacy, academic integrity, bias awareness, and accuracy verification.
  - Implement QA processes for AI-assisted outputs (fact-checking protocols, citation/source traceability, rubric-based review, and sign-off workflows).
  - Maintain clear boundaries and documentation for AI/agent behaviors (guardrails, monitoring expectations, escalation paths, and review requirements).

Other:
- Build trust and collaboration by being present on-site and engaging directly with colleagues and various constituents.
- This role is responsible for other duties as assigned.

Qualifications
Basic Qualifications:

- Bachelor's degree required.
- Minimum of 5 years of experience in large scale program management, executive education operations, curriculum development, learning design, or a closely related role.
- Demonstrated experience using AI tools to materially improve workflow efficiency and/or output quality (content development, synthesis, analysis, or automation).
- Strong project management and operational execution skills; ability to manage multiple concurrent workstreams and deliver under deadline.

- Excellent communication skills and stakeholder management; ability to partner effectively with faculty, program leaders, and delivery teams.
- Strong judgment and quality orientation, including comfort implementing verification and governance practices for AI-assisted work.

Additional Qualifications and Skills:

- Advanced degree in a relevant field preferred.
- Experience with automation and AI concepts (e.g., workflow orchestration, tool-using agents, multi-step automations, monitoring/QA).
- Familiarity with platforms and approaches such as: LLM-based content workflows, prompt libraries, retrieval-augmented knowledge workflows, and automation tooling preferred.
- Experience designing evaluation approaches (quantitative + qualitative) and producing executive-facing insights and recommendations.
- Experience working in higher education or research-driven organizations, ideally in executive education environments.

Additional Information

- **Appointment End Date:** This position is approved for a (2) year term (with possibility of renewal/extension) which begins on the person's first day of employment. This 2-year term limit does not apply to current Harvard employees.
- **Standard Hours/Schedule:** 40 hours per week
- **Visa Sponsorship Information:** Harvard University is unable to provide visa sponsorship for this position
- **Pre-Employment Screening:** Identity and Education
- **Other Information:**

This is a hybrid position which we consider to be a combination of remote and onsite work at our Boston, MA based campus. HBS expects all staff to be onsite a minimum of 3 days per week and departments provide onsite coverage Monday - Friday. Specific hours and days onsite will be determined by business needs and are subject to change with appropriate advanced notice.
We may conduct candidate interviews virtually (phone and/or via Zoom) and/or in-person for this role.

A cover letter is required to be considered for this opportunity.

Work Format Details

This position has been determined by school or unit leaders that some of the duties and responsibilities can be effectively performed at a non-Harvard location. The work schedule and location will be set by the department at its discretion and based upon operational needs. When not working at a Harvard or Harvard-designated location, employees in hybrid positions must work in a Harvard registered state in compliance with the University's Policy on Employment Outside of

Massachusetts. Additional details will be discussed during the interview process. Certain visa types and funding sources may limit work location. Individuals must meet work location sponsorship requirements prior to employment.

Salary Grade and Ranges

This position is salary grade level 057. Please visit Harvard's Salary Ranges to view the corresponding salary range and related information.

Benefits

Harvard offers a comprehensive benefits package that is designed to support a healthy work-life balance and your physical, mental and financial wellbeing. Because here, you are what matters. Our benefits include, but are not limited to:

- Generous paid time off including parental leave
- Medical, dental, and vision health insurance coverage starting on day one
- Retirement plans with university contributions
- Wellbeing and mental health resources
- Support for families and caregivers
- Professional development opportunities including tuition assistance and reimbursement
- Commuter benefits, discounts and campus perks

Learn more about these and additional benefits on our Benefits & Wellbeing Page.

EEO/Non-Discrimination Commitment Statement

Harvard University is committed to equal opportunity and non-discrimination. We seek talent from all parts of society and the world, and we strive to ensure everyone at Harvard thrives. Our differences help our community advance Harvard's academic purposes.

Harvard has an equal employment opportunity policy that outlines our commitment to prohibiting discrimination on the basis of race, ethnicity, color, national origin, sex, sexual orientation, gender identity, veteran status, religion, disability, or any other characteristic protected by law or identified in the university's non-discrimination policy. Harvard's equal employment opportunity policy and non-discrimination policy help all community members participate fully in work and campus life free from harassment and discrimination.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.