Program Manager, AI Solutions Hub

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About the Opportunity

JOB SUMMARY

This is a full-time, one-year term appointment with the possibility of renewal. The position is in-person at Northeastern's Roux Institute in Portland, Maine.

Job Summary

The AI Solutions Hub (AISH) is composed of AI engineers who work on applied AI projects with partners and clients. The Program Manager for the AI Solutions Hub will coordinate activities between multiple active projects and across multiple stakeholders with the goal of ensuring their overall success. They will also develop, maintain, and refine systems and processes to track project status, staff resourcing, and all reporting streams to internal stakeholders. The person in this role will work closely with the Director of the AI Solutions Hub and the technical staff in defining and executing program processes and may manage individual projects on an as-needed basis, overseeing the entire project lifecycle and traditional constraints of budget, scope, and timeline. Additionally, the program manager will work closely with the business development team to scope projects according to client needs and staff capabilities. The position will provide a comprehensive range of duties to ensure the overall efficiency of daily operations within the AI Solutions Hub.

Minimum Qualifications:

- Bachelor's Degree (Masters Degree preferred)
- Project Management Professional (PMP) certification or other relevant certification preferred

- At least three years of project or program management experience
- Experience within software development or AI solution delivery environments is a big plus
- Experience with project management tools like JIRA, Azure DevOps, Asana, Trello
- Experience in an academic institution is helpful
- Past experience in a consulting environment is helpful
- Qualitative and/or quantitative research experience is helpful

Key Responsibilities & Accountabilities

1) AI Solutions Hub Program Lead - 20%

- Monitor and track progress of active and future projects, reporting on performance using appropriate tools and techniques
- Apply escalation protocol as needed for projects needing monitoring
- Oversee staff utilization
- Develop and document AI Solutions Hub processes and checklists
- High-level oversight of invoicing

2) Engagement with BD on as needed basis -10%

- Work with business development and subject matter experts to develop project Statements of Work (SOWs). Manage the SOWs through the contract signature and project set-up phases
- Manage competitive proposals in response to RFPs
- Oversee contracting with both clients and vendors
- Own pricing of projects using established pricing mechanisms
- Work with the content development team to create marketing support materials such as case studies.

3) Project Management - 40%

- Execute the existing Project Management Framework established at AI Solutions Hub
- Lead project managers from PMO and student project managers for seamless execution of project management activities
- Manage full-stack AI projects, delivering full-stack solutions where AI components are integrated into software applications and operational workflows.
- Actively manage traditional project management constraints, including scope, budget and schedule - managing variances and delays.
- Ensure timely reporting and highlight risks and issues

4) Account Management - 30%

- Serve as the primary coordination point for existing clients, ensuring clear communication, strong relationships, and proactive issue resolution across active engagements.

- Develop and sustain a network of relationships with internal Northeastern stakeholders to generate new engagement opportunities for AISH.
- Partner with technical leads and delivery teams to identify follow-on opportunities, shape new project ideas, and help position additional AI solutions to existing clients.
- Support client retention and long-term relationship growth by facilitating structured feedback loops and ensuring a positive end-to-end engagement experience.
- Act as a trusted liaison between clients, business development, and internal technical teams, ensuring seamless coordination and continuity across projects.

Position Type

General Administration

Additional Information

Northeastern University considers factors such as candidate work experience, education and skills when extending an offer.

Northeastern has a comprehensive benefits package for benefit eligible employees. This includes medical, vision, dental, paid time off, tuition assistance, wellness & life, retirement- as well as commuting & transportation. Visit https://hr.northeastern.edu/benefits/ for more information.

All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, color, national origin, age, sex, sexual orientation, disability status, or any other characteristic protected by applicable law.

Compensation Grade/Pay Type:
110S

Expected Hiring Range:
$76,335.00 - $107,823.75

With the pay range(s) shown above, the starting salary will depend on several factors, which may include your education, experience, location, knowledge and expertise, and skills as well as a pay comparison to similarly-situated employees already in the role. Salary ranges are reviewed regularly and are subject to change.

To apply, visit https://northeastern.wd1.myworkdayjobs.com/en-US/careers/job/Portland-ME/Program-Manager--AI-Solutions-Hub_R139204

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