Job description: Sr. Associate-AI Analyst

Designation	Sr. Associate-AI Analyst	Department	ERP Implementation
Reporting to	Chief Administrative Officer		
Job duties:	We are seeking a dynamic and innovative AI Analyst to join our Process Excellence team and drive digital transformation across our institution. This role will focus on identifying, developing, and implementing AI-driven solutions to automate and optimise processes throughout the student lifecycle journey and internal operations within our Learning Management System (LMS) and Enterprise Resource Planning (ERP) systems. **Key responsibilities:** **AI strategy and implementation** - Analyse current processes across the student lifecycle (lead generation, admissions, enrolment, academic progress, career services, alumni engagement) to identify automation opportunities. - Design and implement AI solutions to streamline administrative workflows and enhance efficiencies in support functions like HR, finance, facility management, etc. - Collaborate with IT teams to integrate AI tools with existing LMS and ERP systems. - Develop predictive models for student success, retention, and engagement analytics. **Process optimisation** - Map and evaluate internal processes to identify inefficiencies and automation potential. - Create AI-powered solutions for routine administrative tasks such as document processing, data entry, and reporting. - Implement chatbots and virtual assistants to enhance student support services. - Develop automated grading and feedback systems for enhanced learning outcomes. **Data analysis and insights** - Collect, analyse, and interpret large datasets from various institutional systems. - Generate actionable insights to support decision-making across academic and administrative departments. - Create dashboards and reporting mechanisms for stakeholders. - Monitor and evaluate the performance of implemented AI solutions. **Stakeholder collaboration** - Work closely with faculty, administrators, and IT teams to understand requirements and challenges. - Present findings and recommendations to senior management and department heads.		

	● Provide training and support to end-users on new AI tools and systems. ● Maintain documentation for all AI implementations and processes.
Education:	● Bachelor's degree in computer science, data science, artificial intelligence, information technology, or a related field.
Experience:	● Around 2 years of hands-on experience in AI, LLMs, and agent implementations (including chatbots), data analytics, or business process automation. ● Experience with AI tools and platforms (Python, R, TensorFlow, PyTorch, etc.) ● Familiarity with LMS platforms (Moodle, Canvas, Blackboard) and ERP systems (SAP, Oracle, etc.) would be an added advantage.
Capabilities required:	● **Excellent communication skills**: Ability to explain complex technical concepts to non-technical stakeholders. ● **Problem-solving mindset**: Strong analytical thinking and creative approach to challenges. ● **Initiative and leadership**: Self-motivated with the ability to drive projects independently. ● Collaborative team player with cross-functional working experience.
Technical skills:	● Proficiency in programming languages: Python, R, SQL. ● Knowledge of agent implementations (including chatbots), machine learning algorithms and frameworks. ● Experience with data visualisation tools (Tableau, Power BI, etc.) ● Understanding of cloud platforms (AWS, Azure, Google Cloud) ● Familiarity with API development and system integration.
Additional qualifications/skills:	● Certification in AI/ML platforms (Google Cloud AI, AWS Machine Learning, Microsoft Azure AI). ● Experience with natural language processing (NLP) and chatbot development. ● Knowledge of educational data mining and learning analytics. ● Understanding of student information systems and academic workflows. ● Experience with agile development methodologies.