

<https://www.nten.org/jobs/ai-enablement-implementation-specialist>

Employment

AI Enablement & Implementation Specialist

Organization:

[HOPE International](#)

Type:

Full-Time

Salary:

\$68,000 to \$73,000

/ Yearly

Four-day week:

No

Role Description

Application deadline: July 08, 2026

This role bridges HOPE's AI strategy with the daily operations of every department. The AI enablement & implementation specialist will embed with teams across the organization (including Advancement, Finance, HR, Programs, Savings Groups, and Microfinance) to understand their processes, pain points, and goals. They will, when needed, help design, build, and deploy AI-powered solutions (primarily within the Microsoft Copilot ecosystem) and equip staff to use them confidently and responsibly. This is a hands-on role that requires equal parts business consulting, technical implementation, and teaching.

- **Location:** Lancaster, PA,
- **Level:** Senior Professional
- **Salary range:** \$68,000-\$73,000
- **Type:** Full-time
- **Department:** Information Technology
- **Reports to:** Director of IT & AI Enablement

Responsibilities

- Promote and contribute to the fulfillment of HOPE International's mission and vision.

Department Discovery & Business Process Analysis

- Partner with department leaders and staff to map current workflows, identify inefficiencies, and surface high-value opportunities where AI can reduce manual effort, improve quality, or accelerate outcomes.
- Translate business needs into clear technical requirements for AI solutions, serving as the bridge between non-technical staff and technology capabilities.

AI Solution Design & Implementation

- Build and deploy practical AI solutions using Microsoft 365 Copilot, Copilot Studio (agents), Power Automate, and related tools — including custom agents, prompt libraries, and automated workflows.
- Evaluate, pilot, and integrate AI tools and features, paying close attention to data ownership, confidentiality, security, and alignment with HOPE’s AI governance policies.

Training, Enablement & Adoption

- Design and deliver role-based AI training sessions that build staff confidence and competence with approved AI tools. Help users understand how AI can help them use AI better.
- Create internal enablement resources — quick-start guides, FAQs, video walkthroughs, and use-case examples — that make AI tools approachable for non-technical audiences.
- Provide one-on-one coaching and “office hours” support to help staff embed AI into their daily routines.

Measurement, Reporting & Continuous Improvement

- Track adoption metrics, usage patterns, and workflow impact to evaluate the effectiveness of AI implementations and report findings to leadership.
- Gather ongoing feedback from staff to identify new use cases, unmet needs, and areas for improvement.
- Stay current on emerging AI capabilities, especially within the Microsoft ecosystem, and recommend new features or tools for piloting.

Responsible AI & Stewardship

- Ensure all AI implementations adhere to HOPE’s guiding principles: wise exploration, ethical and mission-aligned use, human-centered design, and responsible governance.
- Help translate responsible AI concepts into clear, faith-informed guidance grounded in stewardship, trust, and care for others.
- Comply with HOPE’s AI Acceptable Use Policy, data protection requirements, and all applicable reporting procedures.

Qualifications

- Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

- 3+ years of experience in one or more of the following: IT, business process improvement, digital transformation, AI/ML implementation, or technology consulting.
- Demonstrated ability to analyze business processes, identify automation/AI opportunities, and implement solutions end-to-end.
- Working knowledge of generative AI tools and concepts (e.g., prompt engineering, agents, context windows, model differences).
- Experience with the Microsoft 365 ecosystem; hands-on experience with Microsoft Copilot, Copilot Studio, Power Platform, or similar tools.
- Strong written and verbal communication skills, especially the ability to explain technical concepts to non-technical audiences.
- Proven ability to design and deliver effective training or enablement programs.
- Comfort working across departments, building relationships, and navigating ambiguity with a posture of humility, curiosity, and service.
- Experience in nonprofit, international development, or faith-based organizations preferred.
- Familiarity with AI governance, data protection, privacy, or information security concepts preferred.
- Cross-cultural awareness or experience working in global contexts preferred.
- Familiarity with project management tools (e.g., Asana, Jira) preferred.