

Job Title: AI Engineer – Business Process Transformation Lead

Job Type: Full-time / Remote

Location: United Kingdom

Department: IT

About Global Knowledge

Build a career where learning never stops. Global Knowledge is one of the largest independent IT and business education providers in the world, and we're looking for energetic professionals to join our award-winning team.

Global Knowledge builds the people, that organizations need for their next chapter — in IT, engineering, and business — and stands behind whether they can actually do the work. For 30 years, we've helped teams navigate every major technology shift, from client-server to cloud to AI, backed by a global network of 900+ real-world experts and delivery in 150+ locations worldwide.

We work where capability isn't optional — financial services, healthcare, federal and defense, telco — wherever organizations are investing in AI, cloud, and security, we build the people who put it to work. Join us to help write that next chapter.

The Opportunity:

We are looking for a high-calibre AI Engineer to lead the AI-first transformation of business processes.

This is a pro-coder role. It is not a low-code builder role and it is not a Copilot Studio-only role. This role is accountable for converting process pain into production AI-enabled systems that improve speed, quality, control, and operating leverage. This is a player-coach role with direct C-Level visibility. You are expected to design and deliver directly on the highest-impact transformation opportunities.

What You Will Own

- AI-first process transformation backlog from discovery through production outcomes.
- Prioritization model for selecting high-value process candidates for AI enablement.
- End-to-end design and delivery of AI-enabled workflows, agent-supported operations, and decision-assist patterns.
- End-to-end design and delivery of AI-enabled services and workflows as production software, including service boundaries, APIs, and operational controls.

- Integration approach across business systems, service platforms, and data signals required for process execution.
- Guardrails for safe AI operation: quality gates, human-in-the-loop controls, auditability, and rollback.
- KPI framework proving transformation value: cycle-time reduction, quality uplift, recurrence reduction, and effort reallocation.
- Cross-functional adoption with service, platform, process, and business stakeholders.
- Monthly executive updates to CIO on transformation throughput, impact, and risk.

Key Responsibilities

- Identify and prioritize process transformation candidates using value, risk, and implementation feasibility.
- Reverse-engineer current-state workflows to expose bottlenecks, repeat failures, hidden decision points, and handoff waste.
- Design target-state AI-enabled process flows with clear control boundaries and ownership.
- Deliver production solutions using the right mix of code-based agents, automation, APIs, and workflow orchestration.
- Write and maintain production-grade code for orchestration, tool integration, guardrails, telemetry, and evaluation loops.
- Implement quality and governance controls for AI-assisted process execution, including evaluation criteria and escalation triggers.
- Implement engineering standards: version control, code review, testing, CI/CD, release controls, and rollback.
- Establish measurable success criteria before go-live and track post-release outcomes.
- Build reusable patterns so each transformation increases delivery speed for the next one.
- Partner with service desk, platform engineering, and business teams to operationalize and sustain changes.
- Drive recurrence elimination and self-service uplift across transformed processes.
- Document operational runbooks, support model, and known-failure handling for all live solutions.

What You'll Bring

Required Qualifications

- 8-12+ years across automation engineering, process engineering, AI-enabled operations, or transformation engineering roles.
- Proven delivery of production AI-enabled systems with measurable business outcomes.
- Strong software engineering depth in Python and/or TypeScript for backend/service development.
- Strong practical experience with APIs, orchestration, and workflow/service integration.
- Experience building or integrating agent/tool runtimes in code, not only through low-code configuration.
- Demonstrated ability to redesign complex business processes into digital-first operating models.
- Hands-on capability with automation patterns and production code quality practices.
- Strong understanding of operational controls, risk management, and safe release practices.
- Ability to lead outcomes across teams without direct line authority.
- Strong communication skills for technical, business, and executive audiences.

Preferred Qualifications

- Experience with agent tooling, MCP-style tool surfaces, or equivalent AI integration patterns.
- Experience with Logic Apps, Power Automate, APIM, or adjacent integration platforms.
- Familiarity with process intelligence/process mining and KPI-led continuous improvement.
- Experience in enterprise service operations or multi-country environments.

What We Offer

- Competitive compensation and comprehensive benefits package.
- Professional growth and development opportunities.

Our Hiring Process

In collaboration with our recruitment team, AI tools may be used to help assess applications, though they never replace human judgement. Our process: recruiter screen, technical interview where applicable, leader interview, team interview, and an offer pending successful reference and background checks.

How to Apply

To apply, please email your CV to **careers@globalknowledge.com** with the job title in the subject line. Please note that only candidates selected for an interview will be contacted.

Equal Opportunity Statement

Global Knowledge is committed to building a diverse and inclusive team. We welcome applications from all qualified candidates regardless of race, gender, age, religion, disability, sexual orientation, or any other protected characteristic. We encourage you to apply even if you don't meet every qualification listed.

Privacy Notice

Any personal information you provide during the recruitment process will be processed in accordance with applicable data protection legislation and our Privacy Notice [Legal Terms of Service | Global Knowledge](#).