

ROLE PROFILE

Position Title: Manager AI Products	Reporting to: Senior Manager AI Products
Business Unit: Strategy and Digital Transformation	
Division: AI Hub	Department: AI and Data Governance

A. ROLE AND CONTEXT

Purpose: The Manager AI Products is the primary builder within the AI Hub, responsible for turning architectural designs and product specifications into working, production-deployed AI systems. This role spans the full technical stack of modern AI engineering: training and fine-tuning ML models, building LLM-powered applications, developing agentic workflows, and integrating AI solutions with Ooredoo's enterprise platform ecosystem. The AI Engineer works in close partnership with the AI Solutions Architect – consuming architecture blueprints and raising implementation feedback – and is instrumental in maintaining the reliability, performance, and continuous improvement of deployed AI systems.	Functional Context: AI & Data Governance team is responsible for developing and implementing data governance frameworks and AI strategies to ensure data integrity, security, compliance, and to drive innovation and operational excellence within Ooredoo. Additionally, the team manages AI projects and proof of concepts, tracks data initiatives, and coordinates with cross-functional teams to ensure timely delivery and value realization.
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B. ROLE ACCOUNTABILITIES

- Build and deploy AI models, LLM-based applications, and agentic workflow systems based on blueprints defined by the AI Solutions Architect. - Develop prompt engineering pipelines, retrieval-augmented generation (RAG) systems, and fine-tuning workflows for large language models. - Implement and maintain agentic AI systems using frameworks such as LangChain, LangGraph, AutoGen, CrewAI, or Microsoft Semantic Kernel. - Integrate AI solutions with Ooredoo enterprise systems including CRM platforms, BSS/OSS infrastructure, REST/GraphQL APIs, and data warehouses. - Build and maintain end-to-end AI/ML pipelines — from data ingestion and preprocessing through model inference and result delivery. - Develop conversational AI agents and self-service automation workflows, connecting LLM-based reasoning with backend business logic. - Write clean, well-tested, production-ready code in Python (primary), ensuring adherence to engineering standards and version control practices. - Monitor deployed AI systems for performance degradation, data drift, and reliability issues; implement remediation as needed. - Participate in design reviews with the AI Solutions Architect, providing implementation feedback and flagging technical risks early. - Support the AI Product & Use Case Lead with technical input during use case scoping and feasibility assessments.	
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C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: Yes Direct Budget Responsibility: Yes Direct People Management Responsibility: No	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	External Relationships: Vendors Business Partners

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D. KEY PERFORMANCE INDICATORS (KPI)

- Establishing and scaling GenAI practice within organization (standards, governance and delivery cadence).
- GenAI based product development, deployment and roll-out into production and/or business processes.
- Adoption of deployed models (usage, decisioning integration, frontline utilization) and continuous optimization based on feedback.
- Automation and self-learning mechanisms implemented for developed models and analysis, including monitoring and alerting.
- Quality of autonomous agents (reproducibility, documentation, code quality, security and compliance adherence).
- Knowledge sharing and workshops for business users; capability uplift within cross-functional teams.

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills

10 years' experience in a similar role.
 Strong proficiency in Python and its AI/ML ecosystem: PyTorch or TensorFlow, Hugging Face Transformers, LangChain, and related libraries.
 Practical experience building LLM applications – prompt engineering, RAG pipelines, embedding models, vector databases (e.g., Pinecone, Weaviate, Azure AI Search).
 Experience with major cloud AI services: Azure OpenAI Service, Azure AI Studio, AWS Bedrock, or Google Vertex AI.
 Solid software engineering fundamentals: REST API design and consumption, containerisation (Docker/Kubernetes), CI/CD pipelines, and Git-based workflows.
 Experience integrating AI systems with enterprise software platforms via APIs or event-driven architecture.
 Experience in designing, developing, and orchestrating agent-to-agent (A2A) solutions, enabling autonomous collaboration, decision-making, and task execution across multiple AI agents platforms.
 Experience with agentic AI frameworks: LangGraph, AutoGen, CrewAI, or Microsoft Semantic Kernel multi-agent orchestration.
 Familiarity with MLOps tooling: MLflow, Azure ML Pipelines, Kubeflow, or similar model lifecycle management platforms.
 Knowledge of BSS/OSS systems or CRM integration patterns in a telecommunications context.
 Experience with speech-to-text, text-to-speech, or multi-modal AI for voice-enabled self-service applications.

Minimum Entry Qualifications

Bachelor's Degree in Computer Science or Engineering or Similar

Preferred Certifications / Other Qualifications

Relevant AI/cloud engineering certifications (e.g., Azure AI Engineer Associate, AWS Certified ML Specialty).

<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
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PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	Building Customer Value	Intermediate
MACHINE LEARNING	Advanced	Delivering Results & Fostering Collaboration	Intermediate
PROGRAMMING & CODING	Expert	Shaping Strategy	Intermediate
BUSINESS ANALYSIS	Advanced	Driving Change	Basic
PROCESS MANAGEMENT	Advanced	Networking and Influencing Collaboratively	Basic
		Leading Teams	Basic
Competency Level (Reference Range)	Basic Low	Intermediate	Advanced Expert High