

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF IT SERVICES**

**DIVISION OF ENGINEERING**

**AGENTIC AI ENGINEER**

**VACANCY REF: PSX-029452**

<b>Salary:</b>	Grade 6: £37,694 - £46,049 per annum depending on experience
<b>Hours:</b>	Full Time (1 FTE)
<b>Duration:</b>	Permanent
<b>Location:</b>	Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

Name: Alex Goffe

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**Overall Purpose of the Job**

Based within the Collaboration Team, the Agentic AI Engineer will play an essential role in helping the University to build intelligent, AI-enhanced services across teaching, research and professional services functions.

The postholder will apply forward-thinking skills to support the University's growing use of Microsoft CoPilot and Agentic AI technologies (e.g. GPTs, AWS Bedrock, LangChain agents, CoPilot Studio).

They will design, build and embed CoPilot Chat integrations and custom AI agents that streamline processes, surface knowledge and enrich the user experience. The Agentic AI Engineer will also provide support to colleagues within and external to IT Services on leveraging AI solutions effectively and safely.

The Agentic AI Engineer will also play a key role in supporting the delivery of NebulaONE — the University's emerging tool for responsible AI, intelligent automation and knowledge-driven service improvement agents.

Working alongside colleagues from across the University, the postholder will help to shape the future of knowledge systems, intelligent agents and digital productivity within the institution, as well as contribute directly to the Manchester 2035 strategic vision.

## **Key Responsibilities, Accountabilities and Duties**

### **Design and Implementation of AI Solutions and Framework**

- Configures and maintains CoPilot experiences across Microsoft 365 and Teams
- Develops AI agents using CoPilot Studio, AI Foundry, AWS Bedrock, GPTs (via OpenAI), and LangChain that respond to specific staff or student needs
- Tests and iterates agents in live and pilot environments, ensuring they meet functional and security requirements
- Integrates agentic tools with structured knowledge sources such as service catalogues, FAQs and handbooks
- Contributes engineering expertise to NebulaONE use cases and experiments
- Builds proof-of-concept integrations that demonstrate the value of responsible, assistive AI
- Helps align agentic tool design and delivery within our routes for proof of concepts and production guidelines

### **Enablement and technical engagement**

- Provides technical support to colleagues using CoPilot Chat and agent tools, ensuring effective onboarding and confident adoption
- Partners with business analysts, service owners and knowledge leads to translate user needs into working AI-powered solutions
- Offers drop-ins, demos and advice sessions to help non-technical colleagues make the most of AI features

### **Operational Compliance and Security**

- Ensures all agents and CoPilot use cases comply with Cyber Essentials, data protection and access control requirements
- Collaborates with IT Security, Architecture and Governance teams to ensure safe deployment of AI capabilities
- Documents and maintains technical artefacts for deployed agents, APIs and integrations

### **Engagement and Continuous Improvement**

- Monitors usage, performance and feedback from AI-enabled tools to recommend improvements or retirements
- Contributes to shared knowledge repositories and engineering standards for AI-based automation
- Participates in broader AI-related communities of practice across the University and wider HE sector

## **IT Services responsibilities, accountabilities and duties**

- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager

**PERSON SPECIFICATION**

<b>Experience/education/qualification background:</b>	<ul style="list-style-type: none"> <li>• Extensive experience of configuring Microsoft 365 tools, especially Teams and CoPilot</li> <li>• Practical experience of developing AI agents, (e.g. GPTs, LangChain, Bedrock, CoPilot Studio, Power Platform, etc.)</li> <li>• Experience of working in a complex service environment, preferably within an HE or research context</li> <li>• Strong understanding of data security, identity/access management and responsible AI use, preferably within a cloud/SaaS context</li> <li>• Ability to explain complex technology to a non-technical audience</li> <li>• Demonstrable experience of integrating knowledge bases or structured content into digital tools</li> <li>• Working knowledge of CRM systems, digital service workflows or case management platforms</li> <li>• An awareness of AI governance or ethics</li> <li>• Familiarity with vector search, semantic retrieval and embedding models is desirable.</li> </ul>
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Competency (Professional, technical or behavioural)	Level	Essential	Desirable
<p><b>Design principles:</b> Principles and practice of good sustainable, secure, maintainable, and efficient system or service design — together with standard industry design approaches. Understanding the importance of adhering to design principles during infrastructure, systems, or service development, considering all relevant non-functional requirements to ensure a quality outcome.</p>	Proficient in	X	•

<p><b>Proof of concept and prototyping:</b> Performing a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technological business change in order to meet a business need.</p>	Proficient in	X	•
<p><b>Infrastructure/system security:</b> The security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components, and relevant strategies, controls and activities to prevent, mitigate, detect and resolve security incidents affecting system hardware, software and other infrastructure components.</p>	Proficient in	X	•
<p><b>Database software:</b> Software that enables the user to capture, create, populate and manipulate data structures and, where appropriate, unstructured data.</p>	Proficient in	X	•
<p><b>Software testing:</b> Testing techniques used to plan and execute software tests of all application components (functional and non-functional) to verify that the software satisfies specified requirements and to detect errors.</p>	Proficient in	X	•
<p><b>Standards writing techniques:</b> Principles, methods and techniques for establishing, documenting and maintaining standards.</p>	Proficient in	X	•
<p><b>DevOps:</b> The collaborative approach consisting of agile practices, tools, processes and procedures designed to facilitate rapid IT service and product delivery. DevOps emphasises people (and culture), processes and tools, such as continuous integration and deployment, to improve collaboration between development (Dev) and operations (Ops) teams with the aim of shortening the systems development lifecycle and provide continuous release of high-quality software.</p>	Familiar with	X	

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