**Chief Artificial Intelligence Officer - CTJ - Top Secret**

Date posted

**May 08, 2024**

Job number

**1716940**

Work site

**Up to 50% work from home**

Travel

**25-50 %**

Role type

**Individual Contributor**

Profession

**Technology Sales**

Discipline

**Strategic Account Technology**

Employment type

**Full-Time**

**Overview**

We are looking to hire a Chief Artificial Intelligence Officer to join Microsoft Federal.

Microsoft is on a mission to empower every person and every organization on the planet to achieve more. Our culture is centered on embracing a growth mindset, a theme of inspiring excellence, and encouraging teams and leaders to bring their best each day. Growth mindset encourages each of us to lean in and learn what matters most to our customers, to create the foundational knowledge that enables us to make customer-first decisions in everything we do. In doing so, we create life-changing innovations that impact billions of lives around the world. You can help us achieve our mission.

The Microsoft Federal organization was established to address the unique mission, legal/regulatory requirements, and procurement rules and processes of the United States Government (USG). Microsoft Federal is committed to ensuring its resources – including appropriately qualified, experienced, and certified personnel (with necessary security clearances or otherwise) are available as needed to meet USG evolving needs. To that end, Microsoft embraces, as a mission-critical philosophy, flexibility in the recruiting, hiring, and workforce assignment of Microsoft Federal personnel. Microsoft Federal personnel can expect to serve in various roles in the Microsoft Federal organization during the course of their career to meet evolving USG needs, regardless of segment – Civilian, Defense, or intelligence community.

This position will be for the Chief Technology Officer in the National Security Group within Microsoft Federal. This role provides technology guidance to clients, and orchestrates the interaction between clients and Microsoft resources to drive new opportunities, demand generation, Microsoft’s market share, digital transformation, and the mapping of industry/business scenarios to Microsoft solutions. Acts as the Technology Mentor for the customer or "go-to" person in established, long-term relationships with technical and/or business decision-makers at the Chief Technology Officer (CTO) level. Leads customer partnerships and drives conversations with clients to present the strategic value of Microsoft solutions. Acts as a trusted technology advisor both internally and externally to integrate Microsoft technology in the customer’s business. Gathers insights about client business and leverages existing architecture approaches to achieve Microsoft’s agreed commitments to clients. Holds accountability for identifying the pathway and resources necessary for building a strategy.

**Qualifications**

**Required/Minimum Qualifications**

* Bachelor's Degree in Computer Science, Information Technology, Engineering, Business or related field AND 7+ years technical consulting, technical consultative selling, practice building, or related technical/sales/industry experience
  + OR equivalent experience.
* Experience with architecting and delivering AI solutions to customers in the National Security Community.

**Other Requirements**

 The successful candidate must have an active U.S. Government Top Secret Security Clearance. Ability to meet Microsoft, customer and/or government security screening requirements are required for this role. Failure to maintain or obtain the appropriate clearance and/or customer screening requirements may result in employment action up to and including termination.

Clearance Verification: This position requires successful verification of the stated security clearance to meet federal government customer requirements. You will be asked to provide clearance verification information prior to an offer of employment.

Cloud Screening:  
Candidates must be able to successfully complete and pass a Microsoft Cloud background screening. Required Cloud Screenings will be administered on a recurring bi-annual basis.

Citizenship & Citizenship Verification: This position requires verification of U.S citizenship due to citizenship-based legal restrictions. Specifically, this position supports United States federal, state, and/or local United States government agency customers and is subject to certain citizenship-based restrictions where required or permitted by applicable law. To meet this legal requirement, citizenship will be verified via a valid passport, or other approved documents, or verified US government clearance.

**Preferred Qualifications**

* 5 years of experience with AI/ML applications and positioning
* 5+ years experience in digital transformation or using technology to drive customer business outcomes.
* 4+ years experience in business consulting, consultative selling, or change management.

Strategic Account Technology IC5 - The typical base pay range for this role across the U.S. is USD $124,800 - $242,600 per year. There is a different range applicable to specific work locations, within the San Francisco Bay area and New York City metropolitan area, and the base pay range for this role in those locations is USD $159,000 - $264,000 per year.

Certain roles may be eligible for benefits and other compensation. Find additional benefits and pay information here: <https://careers.microsoft.com/us/en/us-corporate-pay>

Microsoft will accept applications for the role until May 29, 2024

**Responsibilities**

Customer and Industry Insights

Acts as a thought leader for synthesizing and combining various and often conflicting business and industry insights across all teams and business units, global best practices, proof points from experience across multiple countries and regions, and broad and deep industry expertise (e.g., level 300) related to customers and their competitors to conduct forecasting and develop recommendations for managing the most prominent, high-impact, and/or challenging customer accounts. Ensures that all levels of the organization provide alternate perspectives to enable customers to consider alternatives and adapt strategies, plans, business models, and solutions to insights. Orchestrates global teams across the organization to gather and utilize information on the customer. Leverages professional credibility, relationships, and personal experience with similar customers to anticipate and bring in business and industry insights that address the broader business challenges for the customer. Sets the overall business and technical strategy and determines which opportunities should be pursued.

* Applies deep expertise and thought leadership to identify the right Industry Sales Kits and industry partners within the customer's vertical industry. Articulates and understands specific industry-related market trends, as well as customer threats, opportunities, and barriers to growth as they relate to the customer's broader industry. Applies industry knowledge to support customers in solving issues. Leads partnerships with customer and/or partners to provide innovative solutions in new industries, and to integrate Microsoft technology in their business.

Trusted Advisor

* Provides Account Thought leadership inclusive of information technology (IT), industry and business strategy knowledge, and technology landscape. Coaches subsidiary leaders on long-term Artificial Intelligence (AI) and customer strategies. Leverages account thought leadership in partnership with account executives to drive strategy, own accountability for outcomes, and lead extended teams. Provides technical guidance to internal teams to position technology while using customer landscape knowledge. Creates connections and collaborates with key partners/leadership in the broader technology ecosystem (e.g., Corporate, Product, Engineering).
* Creates security thought leadership with the customer's executives (e.g., technical decision maker [TDM]/business decision maker [BDM]) using the Microsoft Security and Zero Trust narratives and engages all relevant stakeholders beyond the CISO to position security as a business enabler and instill a security mindset in all aspects of the customer's technology landscape. Uses their understanding of the customers' technology and security needs to establish Microsoft’s security credentials and to build opportunities to improve the customer's security posture and leads execution through security specialists.
* Maintains and leverages their recognized expertise in Microsoft's product landscape, solutions, and strategy to address customer's needs. Partners with internal industry experts (e.g., Regional and Global Experts) to strengthen understanding of the industry. Leverages a deep understanding of their customers to drive and create deep impact, share knowledge with extended team, and promote customer business perspectives. Identifies new solutions to solve business problems and drive customer outcomes when creating new markets.
* Acts as the voice of the customer and internal advocate by providing insights, feedback, and challenges from the customer to internal teams (e.g., product groups, engineers) across all levels of the organization. Drives action to ensure that internal teams understand and respond to insights. Escalates pressing issues for customers to Microsoft internal stakeholders (e.g., Headquarters) to facilitate the appropriate solutions and capabilities for the customer.

Technology Strategy Formulation

* Working with strategic customers to help establish their AI Strategy, prioritizing key use cases that drive differentiated business outcomes. You will share Microsoft’s AI capabilities, roadmap and envision with customers how AI can transform and drive co-innovation in their business. You collaborate with a team of deep technical experts to build solutions that orchestrate large language models, Azure OpenAI services, vision, speech, machine learning using modern app development principles. You will work closely with customers in workshops to identify and prioritize use cases, design and build rapid prototypes and support minimum viable product (MVP) solution design to production deployment. You will be joining a team of highly skilled experts across the company who are driving some of the most strategic and innovative customer AI projects.

Technology Sales: Demand Generation and Orchestration

* Creates, develops, and drives opportunities based on industry best practices. Presents opportunities to the customer, and creates demand. Develops a plan, within a broader strategy, to create and qualify a set number of opportunities for product sales, solutions sales, or consumption. Leverages multiple channels (e.g., social media) to create demand. Oversees technical teams for driving opportunities including Specialist Team Unit (STU), Customer Success Unit (CSU), and others, as necessary. Leads efforts to reach out to key stakeholders to give customer-driven pitches and drives the appropriate customer reach together with the account executive to generate new demands.
* Leads Account Strategy Envisioning (ASE) with the extended account team, customer, and partner to deliver the outcomes for the customer through joint envisioning, as a vehicle for Industry Sales Kits and Horizontal Solution Plays. Creates new Stage 1 opportunities, both billed and consumed, with Technical Decision Maker (TDM) customer stakeholders, managing consumption pipeline with extended team to maintain velocity, and unblocking issues. Orchestrates efforts to drive Microsoft Customer Engagement Methodology (MCEM) lifecycle and stage progression in collaboration with the Specialist Team Unit (STU), Customer Success Unit (CSU).
* Defines, coaches, and directs the solution pipeline strategy for a subsidiary in partnership with the Sales Team, and works with subsidiary leadership to close any gaps. Defines the technology blueprint for opportunity initiation, and sets and shares standards and best practices for others to follow.
* Builds a collaborative vision with the customer to use AI and Industrial Metaverse by creating a targeted approach tailored to their current business requirements and positions Microsoft as a leader for the future. Guides the customer to use those new technologies as a strategic asset to create value, both through internal productivity improvements, but also by growing their existing business and finding new areas of expansion through the application of AI and Industrial Metaverse in intelligent apps. Leverages expertise across the current technology landscape and understanding of AI and metaverse capabilities to plot the foundational elements on the technology roadmap that need to be in place to realize value for the customer. Builds mid and long-term strategy for AI and Industrial Metaverse projects and creates immediate opportunity pipeline to get the customer ready for the future; orchestrates this pipeline through the Specialist Team Unit as well as the right Independent Software Vendors (ISV) and System Integrators (SI) Partners.

Diffferentiated Value Proposition

* Acts as the customer's Technology Mentor in established relationships with senior leaders including technical decision makers (TDMs) and/or business decision makers (BDMs) at the Chief X Officer (CXO)-level. Leverages professional credibility to create extended relationships beyond core customers, advise on solutions, and position Microsoft capabilities to best meet the customer's needs. Orchestrates high-impact innovative solutions (e.g., forward-thinking, flagship) that enable customer business transformations through digital technologies for assigned accounts and drives outcomes that create business value for customers. Owns the development of strategies that showcase the value added by innovative ideas grounded on digital technologies for accounts based on account needs and customer's expectations. Is sought out by the customer for guidance related to transformation. Ensures high-profile line-of-business wins are captured (e.g., press release, video) as reference for multi-region/worldwide scale. Deploys showcase solutions into customer digital transformation centers for broader distribution. Leads efforts to host workshops that draw a viable picture for customer transformations post-transformation, and adapts digital transformation efforts to fit customer positioning within their partnership with Microsoft and at their needed level or platform.
* Partners with a line-of-business leader or senior executive within a large-scale or high-impact customer organization to articulate how complex Microsoft technology/services will meet future business needs better than the competition and will enable the achievement of long-term growth and success.

Mapping and Account Planning

* Drives the communication strategy to help customer technical specialists build the message to sell Microsoft offerings to other parts of their business or end users. Contributes to the creation of stakeholder maps for accounts, opens up new Rooms of the House, determines and orchestrates a coverage plan, and builds out an execution framework.
* Orchestrates technical resources across teams and partner ecosystem (inclusive of global systems integrators, consultancy partners, and Microsoft Industry Solutions (IS), and ensures that adequate services and partner capacity are available, or are developed within a subsidiary to implement the solution pipeline strategy.
* Establishes best practices and standards around account planning and review for aligning with quota attainment, consumption goals, and customer consumption gaps to inform quarterly and fiscal objectives. Share account planning output with the customer and constantly realign to the customer's expectations. Coordinates highly complex extended account teams (e.g., spanning complex technologies, geographies, functions) and drives forecasting and tracking of the business. Owns the technical portion of the account plan and leads the customer plan delivery for large, critical, and/or strategic accounts. Captures all Account Planning input in MSX D365 Account Plan. Provides Account thought leadership inclusive of information technology (IT), industry, and business strategy knowledge, and shares best practices internally while providing coaching to subsidiary resources. Leverages account thought leadership in partnership with account executives to set and refine strategy, own accountability for outcomes, and lead extended teams.

Education and Thought Leadership

* Drives customer technology engagement through thought leadership that enables, motivates, and inspires technical resources of customer, partner, and Microsoft towards customer’s business transformation. Delivers regular (e.g., quarterly, monthly) industry/technology engagements and/or briefings to customer Chief X Officers (CXOs), their technical team, and business decision makers (BDMs) to drive execution and focus on competitive advantage.
* Provides thought leadership and guidance across teams, business units, executive stakeholders, customers, and the broader community on enablement plans to build and educate large and high-stakes customers at the global level. Allocates resources, manages budget, and provides guidance and final authority for decisions to their immediate team as well as other teams and customers on creating and implementing the enablement plan build practices. Drives team to contribute to innovations that help customers meet capacity and capability goals, including skilling initiatives and execution along with the account executive (AE) and enterprise skilling initiative (ESI) teams.

Other

* + Embody our [culture](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcareers.microsoft.com%2Fus%2Fen%2Fculture&data=04%7C01%7Closmit%40microsoft.com%7C27f2181d96804234953708d8f3b22d06%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637527293867872556%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=QnmEU%2BvawaPM5eEUL1FxWPmhizgKnDLFj6dlUTOWRB0%3D&reserved=0) and [values](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Fabout%2Fcorporate-values&data=04%7C01%7Closmit%40microsoft.com%7C27f2181d96804234953708d8f3b22d06%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637527293867882502%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=p3lkWaIXzH3t9t1hS9bOfKhtDFWPj6gi8zZU94LWRso%3D&reserved=0)