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AI User Enablement & Adoption Specialist

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Boston, MA

Imagine if you had the skills, knowledge, and teammates to both understand the root of the world's most pressing problems and build the technologies and companies best positioned to solve them. **RA Capital** has done exactly that for more than two decades, backing bold ideas in medicines to further human health and now expanding into Planetary Health to improve how efficiently we utilize the world's precious resources.

RA Capital is among the leading providers of capital and services to the most promising innovators in the world. We invest flexibly—seed to IPO and beyond, anywhere in the world—with \$10 B+ under management and a culture that prizes curiosity, rigor, and collaborative debate. We are investors who not only fund companies but get elbow deep in building them. From helping them recruit talent to helping them recruit patients for their studies to helping match them to strategic partners and even going to Washington to win reforms, RA Capital's large team has people with nearly every relevant expertise one might need to turn an idea into a cure that actually helps people.

If you live for first-principles problem-solving with great colleagues, thrive on complexity, and want to do meaningful work that ripples across industries and ecosystems, you'll feel at home at RA Capital. Here, questions are welcomed, ideas are tested, and victories are shared. Even our lawyers are creative and engaging. And don't get us started on our compliance team's wicked sense of humor; nothing about what we do is boring.

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Are you ready to bring your creativity, discipline and collaborative spirit to help us invent the future? Join us and you'll collaborate daily with investors, founders, physicians, biologists, engineers, economists, and reform advocates who think in systems and act with urgency.

Join us to invent a happier, healthier, more productive future - and have fun doing it.

RA Capital Management is seeking a highly motivated and user-centric **AI User Enablement & Adoption Specialist** to join our IT team. This role will be instrumental in ensuring our employees effectively adopt, utilize, and stay current with broadly used Artificial Intelligence (AI) tools, with a particular focus on Generative AI capabilities. The specialist will act as a key liaison between technology and our business users, fostering AI literacy, reducing friction, and maximizing the value derived from our AI investments.

Key Responsibilities:

- **AI User Enablement Strategy:** Support and execute the strategy for AI adoption across the firm, focusing on general-purpose AI tools (e.g., large language models, image generation, summarization tools) and their integration into daily workflows.
- **Training & Education:** Design, develop, and deliver engaging training programs, workshops, and educational materials tailored to various user groups and their skill levels. This includes introductory sessions, advanced prompt engineering techniques, ethical AI usage, and best practices for leveraging AI tools in a financial services context.
- **Content Creation:** Create and maintain a centralized repository of both internal and external/public resources, including quick-start guides, FAQs, video tutorials, and internal success stories, to promote self-service and continuous learning.
- **User Support & Guidance:** Provide hands-on support and guidance to end-users, troubleshooting common issues, answering questions, and offering personalized coaching to help them effectively integrate AI into their tasks and workflows.
- **Friction Reduction & Workflow Integration:** Collaborate with IT and business teams to identify and address user friction points related to AI tools, advocating for user experience improvements and seamless integration into existing communication and collaboration platforms.
- **Community Building:** Foster an internal community of AI champions and early adopters, facilitating knowledge sharing, peer-to-peer learning, and the identification of new, impactful use cases for AI within the firm.
- **Stay Current & Inform:** Continuously monitor the evolving landscape of AI tools and trends, evaluating new features and applications. Communicate relevant updates and potential opportunities to users and stakeholders.

- **Feedback & Optimization:** Gather user feedback through surveys, focus groups, and direct interactions to identify areas for improvement in AI tools, training, and support, driving continuous optimization of the AI user experience.
- **Collaboration with IT & Data Teams:** Work closely with the broader IT, Data, and AI development teams to align enablement efforts with strategic AI initiatives and ensure security and compliance best practices are maintained.
- **Ethical AI Use:** Promote and reinforce the firm's compliance guidelines and best practices for responsible and ethical AI use, including, data privacy, confidentiality, and bias awareness.

Qualifications:

- Bachelor's degree in a relevant field such as Information Technology, Learning & Development, Communications, Business Administration, or a related discipline.
- 5 - 8 years of experience in project management, technology adoption, user enablement, training, change management, or a similar role.
- Demonstrated practical experience and strong understanding of Enterprise AI tools (e.g., ChatGPT, Claude, Google Gemini, Glean, etc.) and emerging vibe coding platforms (e.g. Lovable, Replit, etc.) and their application in a professional setting.
- Excellent communication, presentation, and interpersonal skills, with the ability to translate complex technical concepts into clear, understandable language for non-technical audiences.
- Strong empathy for users and a passion for improving the end-user experience with technology.
- Proven ability to design and deliver effective training programs and create compelling instructional content.
- Experience with user support, troubleshooting, and problem-solving in a fast-paced environment.
- Ability to work independently and collaboratively in a dynamic, cross-functional team environment.
- Proactive, self-starter with a continuous learning mindset.
- Must be based in Boston with ability to work a hybrid schedule in our downtown Boston office
- Must be authorized to work in the United States without sponsorship

Preferred Qualifications:

- Experience with specific collaboration and communication platforms used at RA Capital (e.g. Glean, Retool, Notebook LM, Lovable, Replit, v), Bolt.new, Claude Code, and other workflow automation tools).
- Familiarity with change management methodologies (e.g., PROSCI ADKAR).
- Experience in the financial services industry

- Understanding of data governance, security, and compliance principles, especially within a regulated industry.

RA Capital is an equal opportunity employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. If you require an accommodation during the interview process, please reach out to careers@racap.com for assistance.

Apply for this job

* indicates a required field

First Name *

Last Name *

Preferred First Name

Email *

Country *

Phone *

Resume/CV *

Accepted file types: pdf, doc, docx, txt, rtf

Cover Letter

Accepted file types: pdf, doc, docx, txt, rtf

Education**School *****Degree *****Discipline ***[Add another](#)**LinkedIn Profile *****Website**

Are you currently based in Massachusetts? This is a local on-site/hybrid position in our downtown Boston office. Relocation assistance is not provided. *

Select...



Are you authorized to work in the United States without sponsorship? *

Select...



Voluntary Self-Identification

For government reporting purposes, we ask candidates to respond to the below self-identification survey. Completion of the form is entirely voluntary. Whatever your decision, it will not be considered in the hiring process or thereafter. Any information that you do provide will be recorded and maintained in a confidential file.

As set forth in RA Capital Management, LLC's Equal Employment Opportunity policy, we do not discriminate on the basis of any protected group status under any applicable law.

Gender

Select...



Are you Hispanic/Latino?

Select...



Race & Ethnicity Definitions

If you believe you belong to any of the categories of protected veterans listed below, please indicate by making the appropriate selection. As a government contractor subject to the Vietnam Era Veterans Readjustment Assistance Act (VEVRAA), we request this information in order to measure the effectiveness of the outreach and positive recruitment efforts we undertake pursuant to VEVRAA. Classification of protected categories is as follows:

A "disabled veteran" is one of the following: a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or a person who was discharged or released from active duty because of a service-connected disability.

A "recently separated veteran" means any veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty in the U.S. military, ground, naval, or air service.

An "active duty wartime or campaign badge veteran" means a veteran who served on active duty in the U.S. military, ground, naval or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.

An "Armed forces service medal veteran" means a veteran who, while serving on active duty in the U.S. military, ground, naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

Veteran Status

Select...



Voluntary Self-Identification of Disability

Form CC-305

OMB Control Number 1250-0005

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Expires 04/30/2026

Why are you being asked to complete this form?

We are a federal contractor or subcontractor. The law requires us to provide equal employment opportunity to qualified people with disabilities. We have a goal of having at least 7% of our workers as people with disabilities. The law says we must measure our progress towards this goal. To do this, we must ask applicants and employees if they have a disability or have ever had one. People can become disabled, so we need to ask this question at least every five years.

Completing this form is voluntary, and we hope that you will choose to do so. Your answer is confidential. No one who makes hiring decisions will see it. Your decision to complete the form and your answer will not harm you in any way. If you want to learn more about the law or this form, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

How do you know if you have a disability?

A disability is a condition that substantially limits one or more of your "major life activities." If you have or have ever had such a condition, you are a person with a disability. **Disabilities include, but are not limited to:**

- Alcohol or other substance use disorder (not currently using drugs illegally)
- Autoimmune disorder, for example, lupus, fibromyalgia, rheumatoid arthritis, HIV/AIDS
- Blind or low vision
- Cancer (past or present)
- Cardiovascular or heart disease
- Celiac disease
- Cerebral palsy
- Deaf or serious difficulty hearing
- Diabetes
- Disfigurement, for example, disfigurement caused by burns, wounds, accidents, or congenital disorders
- Epilepsy or other seizure disorder
- Gastrointestinal disorders, for example, Crohn's Disease, irritable bowel syndrome
- Intellectual or developmental disability
- Mental health conditions, for example, depression, bipolar disorder, anxiety disorder, schizophrenia, PTSD
- Missing limbs or partially missing limbs
- Mobility impairment, benefiting from the use of a wheelchair, scooter, walker, leg brace(s) and/or other supports
- Nervous system condition, for example, migraine headaches, Parkinson's disease, multiple sclerosis (MS)
- Neurodivergence, for example, attention-deficit/hyperactivity disorder (ADHD), autism spectrum disorder, dyslexia, dyspraxia, other learning disabilities
- Partial or complete paralysis (any cause)
- Pulmonary or respiratory conditions, for example, tuberculosis, asthma, emphysema
- Short stature (dwarfism)
- Traumatic brain injury

Disability Status

Select...



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