



First Citizens Bank

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AI Community of Practice Leader

Req ID: 31568

Address: 128 S TRYON Street

Location(s): Charlotte, North Carolina

Category: ENTERPRISE DATA MANAGEMEN

Work Hours: Monday - Friday

Posted Date: 10/31/2025

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Job Description

Overview

This leader will drive AI fluency and engagement across the company. This includes creating AI awareness, producing internal and external communications about the firm's AI activities, developing an enterprise-wide AI learning curriculum and education program, and developing a dynamic AI Community of Practice to drive engagement, connection, and culture. This leader will partner with HR Learning and Development, Corporate Communications, Business Lines, and others to deliver jointly on these goals.

Responsibilities

- Develop and execute a comprehensive AI fluency and engagement strategy to enhance understanding and adoption of AI across the enterprise.
- Partner with HR Learning & Development to design and implement an AI learning curriculum that builds foundational, role-based, and advanced AI capabilities.
- Lead creation of AI awareness and education campaigns, including events, workshops, and digital learning experiences that inspire participation and confidence in AI.

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- Establish and grow an AI Community of Practice that connects practitioners, champions, and business users to share insights, best practices, and success stories.
- Collaborate with Corporate Communications to produce engaging internal and external communications that highlight the firm's AI initiatives and impact.
- Partner with business lines and functional leaders to integrate AI fluency goals into transformation, innovation, and talent development programs.
- Define and track KPIs and engagement metrics to measure cultural adoption, learning effectiveness, and overall progress toward enterprise AI fluency.

Qualifications

Bachelor's Degree and 8 years of experience in Artificial Intelligence including GenAI and ML. Advanced Analytics, Data Management, Data Analytics, AI Risk Management OR High School Diploma or GED and 12 years of experience in Artificial Intelligence including GenAI and ML. Advanced Analytics, Data Management, Data Analytics, AI Risk.

Preferred Area of Study: AI Data Science, Business Analytics, Computer Science, or related field Preferred Area of Experience: Financial Services Industry

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