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EggNest.ai AI Consultant

Greater Denver or Grand Junction, Colorado.

About EggNest.ai

EggNest.ai is a human-led, AI-powered services partner helping organizations turn AI Workplace Platforms into a living, evolving capability, not just a deployed tool. We are a certified Glean partner, and we co-sell Glean software alongside our professional and managed services to ensure customers achieve real adoption, measurable ROI, and long-term value.

We work shoulder-to-shoulder with Glean's sales and customer success teams, operating as an extension of their go-to-market motion while owning implementation, enablement, and continuous optimization. Our team is built by operators who have scaled global services organizations, and we bring that discipline to enterprise AI.

As Glean specialists, we enable knowledge across systems and teams - turning ambition into measurable results. We're operators, not traditional consultants: real people, amplified by AI, delivering real results for our customers every day.

The Role

This AI Consultant position is an entry-level consulting role that sits at the intersection of business outcomes and technical implementation. It serves as a development pathway into more specialized roles such as AI Outcomes Manager or AI Solutions Architect.

You will work alongside senior team members to help customers turn AI investments into real, measurable value. Depending on your strengths and interests, you will support:

- Business-facing work: discovery, use-case definition, adoption planning, and impact measurement.
- Technical-facing work: configuration of AI platforms, basic environment setup, and hands-on testing of agents and workflows.

You'll be capturing requirements, taking notes and synthesizing insights from sessions, configuring and testing AI prompts, agents, and workflows, and helping document what we learn as EggNest scales our delivery capabilities and develop intellectual property over time.

This role is ideal for early-career professionals (0-2 years' experience) who are energized by AI, curious about both business outcomes and technical details, and motivated to grow into a more specialized consulting role over time.

What You Will Do & Achieve

Support customer discovery and outcomes definition
- Participate in discovery meetings and working sessions with business and technical stakeholders to understand goals, workflows, and pain points.
- Capture and synthesize notes from sessions into clear summaries, use-case outlines, and action items.
- Help translate stakeholder input into draft AI use cases, success criteria, and basic adoption roadmaps under guidance from senior consultants.

Contribute to AI adoption roadmaps and backlogs
- Assist in maintaining prioritized backlogs of AI initiatives across search, agents, automations, and knowledge management.
- Track tasks, decisions, and dependencies in our Service Delivery platform so work remains aligned to scope, timelines, and customer expectations.
- Help prepare meeting materials, simple visuals, and status updates that keep stakeholders informed and projects moving.

Support design and stewardship of business-focused AI agents
- Help document the purpose, personas, data sources, and guardrails for AI agents that support concrete workflows (e.g., support triage, sales enablement, internal knowledge advisors, HR, legal, etc.).
- Assist in drafting prompts, evaluation criteria, and test cases for prompts and agents, working closely with AI Outcomes Managers and AI Solutions Architects.
- Participate in testing cycles for prompts and agents, recording results, and helping identify issues and improvements.

Assist with technical configuration and environment setup
- Under the guidance of an AI Solutions Architect or other technical lead, support basic configuration tasks for Glean and related platforms (e.g., content source setup, user/role mapping, test groups).
- Help validate access, permissions, and search behavior through structured testing and feedback.
- Contribute to tuning exercises by capturing feedback from pilot users and organizing it for senior team review.

Support workflow and automation design
- Work with senior consultants to map current and future-state workflows that may be enabled by AI agents or automations.
- Assist in documenting automations and runbooks once designed and implemented by technical resources.

Contribute to our IP Library
- Help maintain and refine delivery artifacts such as discovery templates, outcome maps, agent design canvases, and basic runbooks.
- Capture documents, lessons learned, and examples from engagements into structured formats that can be reused across customers.
- Support ongoing maintenance of EggNest's AI Prompt and Agent Library and broader Intellectual Property store by organizing and updating content as directed by senior team members.

Service Delivery Support

- Join customer calls and workshops as a supporting consultant, helping facilitate logistics, note-taking, follow-up documentation, and light content presentation.
- Partner closely with AI Outcomes Managers, AI Solutions Architects, Account Executives, and Sales Engineers to ensure all stakeholders have the information they need to make decisions and drive outcomes.
- Contribute to a human-led, AI-powered delivery culture — showing curiosity, empathy, and rigor in working with our customers, partners, and teammates.

Required Knowledge, Skills & Experience

- 0-2 years of professional experience in consulting, customer success, product/operations, business analytics, or technical roles in SaaS, data, or AI-adjacent environments (internships, co-ops, and significant project experience count).
- Demonstrated interest in enterprise AI, knowledge management, or digital workplace platforms, such as Glean, Microsoft Copilot, Microsoft 365, SharePoint, Confluence, Jira, ServiceNow, Salesforce, Slack, or Teams (coursework, internships, or project work acceptable).
- Ability to translate between business and technical perspectives — capturing business goals, turning them into structured requirements, and explaining basic technical concepts in clear, non-technical language.
- Strong analytical and communication skills, including:
  - Organizing and synthesizing notes from workshops and meetings.
  - Drafting clear summaries, basic recommendations, and simple visuals or documents for internal and customer stakeholders.
- Comfort working with AI concepts (e.g., prompts, agents, retrieval contexts, evaluation metrics) at a foundational level, with a desire to deepen this experience on real customer engagements.
- Demonstrated ability to manage tasks and details across multiple workstreams, staying organized and following through on commitments.
- Strong team orientation and learning mindset, including openness to feedback, a bias for action, and curiosity about both business and technical dimensions of AI work.
- Excellent written and verbal communication skills, including the ability to participate in customer meetings, ask clarifying questions, and contribute professionally to discussions.

Nice to Have

- Internship, co-op, or project experience with AI workplace platforms, enterprise search, AI assistants, or related tools. (Glean experience is a plus but not required.)
- Exposure to basic scripting or low-code tools sufficient to understand integration or automation concepts and collaborate effectively with technical team members.
- Prior experience supporting workshops or group sessions (e.g., discovery, journey mapping, prioritization, or training sessions) in academic, internship, or early professional settings.
- Experience contributing to or maintaining documentation and templates, such as playbooks, project plans, or technical/process documentation.

- Familiarity with SaaS or cloud-based environments, including basic concepts around identity/SSO, permissions, and integrations.
- Evidence of leadership or ownership in academic, volunteer, or work settings (e.g., leading a student project, organizing a group, or owning a workstream on an internship).

Work Location

- **Must reside in Greater Denver or Grand Junction, Colorado.**
- **Hybrid work environment with remote and in-office/co-working space responsibilities.**
- The ability to collaborate across time zones and align with customer or partner schedules is required.

Compensation & Benefits

- Competitive Salary
- Healthcare Benefits
- 401(k)
- Flexible time-off policy
- High-trust, transparent culture with significant growth opportunity

If you're energized by owning AI outcomes - not just running projects, enjoy working in partner-driven environments, and want to help enterprises move from AI curiosity to real results, EggNest.ai is the place to build.