EggNest.ai
1705 N 8th St.
Grand Junction, CO 81501
+1 970-239-1480

EggNest.ai AI Solutions Architect

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

The AI Solutions Architect is a hands-on delivery and design role that functions as technical deployment expert and solutions managing consultant combined. You will architect and launch Glean implementations, design and build custom AI agents, and orchestrate cross-system workflows that connect customer environments with Glean.

You will own the technical architecture and deployment experience across Project, Managed, and Advanced Services - from initial Glean Launch through Expand, Assist, Elevate, Connect, Actions, and Agent offerings. Over time, you will help build and maintain a formal AI Agent library and reusable solution patterns as part of Eggnest's Intellectual Property Library, enabling the team to deliver faster and with higher quality across many customers.

This role is ideal for someone who enjoys being close to the work - configuring, tuning, and validating systems - while also thinking architecturally about patterns, security, performance, and reuse across engagements.

What You Will Do & Achieve

- **Lead technical delivery for Glean implementations**
  - Serve as the primary technical lead or co-lead for Glean Launch and Expand engagements, from discovery through go-live and early adoption.
  - Configure SSO, identity, and permission models; connect core SaaS and on-premise systems; and align environment setup to customer roles and information architecture.
  - Manage customer projects in our Service Delivery Platform

- **Configure and optimize Glean environments**
  - Tune search relevance, content sources, and signals to ensure high-quality results across departments.
  - Work with AI Outcomes Managers and customer stakeholders to frame and prioritize use cases that can be accelerated through configuration and workflow design.

- **Design and develop custom AI agents**
  - Define and build "work agents" and advanced agents that support specific departmental workflows and multi-step reasoning across customer data and applications.
  - Implement prompts, retrieval and reasoning chains, and guardrails aligned to business goals, governance requirements, and user expectations.

- **Automate customer workflows with Glean**
  - Design and implement workflow automations (e.g., with Glean Actions, APIs, and third-party integrations) that connect Glean to CRMs, ITSM platforms, collaboration tools, and EggNest's own internal tooling.
  - Ensure automations are secure, resilient, observable, and aligned to real-world usage patterns, reducing manual effort for both customers and EggNest teams.

- **Function as a Delivery Excellence / DEM-style leader for technical work**
  - Own the end-to-end technical delivery from kickoff through go-live and into the first cycles of optimization, ensuring clear expectations, timelines, and risk management.
  - Blend technical guidance with strategic partnership, working closely with AI Outcomes Managers, Account Executives, and customer teams to keep projects grounded in real outcomes.
  - Train administrators and users on the Glean platform

- **Contribute to a formal IP library**
  - Capture successful agent designs, prompts, workflows, schemas, and configuration patterns into a structured Agent Library and solution catalog that EggNest can reuse across accounts.
  - Maintain clear technical documentation: runbooks, configuration guides, architecture diagrams, and troubleshooting playbooks that support scaling the AI Solutions Architect function across multiple customers and regions.

Required Knowledge, Skills & Experience

- 3+ years in technical implementation, solutions architecture, or systems integration roles for SaaS or cloud-based platforms, ideally in enterprise environments.
- Hands-on experience configuring and deploying SaaS or enterprise platforms, including identity/SSO, permissions, and data/integration setup.
- Practical experience with AI or knowledge platforms (e.g., Glean, enterprise search, LLM-based tools, chatbots, or intelligent automation), including designing prompts and/or agents to meet specific business needs.
- Demonstrated ability to lead technical delivery across multiple stakeholders: managing timelines, communicating risks, and keeping implementation work aligned to outcomes and scope.
- Strong problem-solving and debugging skills, especially in multi-system environments (identity, content systems, search, agents, workflow tools).
- Excellent written and verbal communication skills, including the ability to simplify complex topics for non-technical audiences and collaborate closely with consulting, sales, and operations

Nice to Have

- Direct experience with Glean - including connectors, search relevance tuning, and agent or action configuration.
- Prior work as a Delivery Excellence Manager, solutions consultant, or technical account manager-type role, balancing technical depth with customer-facing responsibilities.
- Experience developing or maintaining a solution pattern or IP library, including templates, reference architectures, and standardized configurations for repeatable use cases.
- Familiarity with ITSM/CRM tools frequently integrated with Glean
- Exposure to managed services or ongoing operations models, including SLAs, incident handling, and continuous improvement cycles.
- Experience in a partner-first or ecosystem-based GTM environment alongside software vendors or channel partners.

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.

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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 designing and developing real AI-powered solutions (not just proofs of concept), enjoy working in partner-driven ecosystems, and want to help enterprises move from AI licenses to real outcomes, EggNest.ai is the place to build.