

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Date:	<u>27 May 2026</u>	Department:	<u>AI</u>
Job title:	<u>Associate Director, AI Engineer (AI Lead)</u>	BU/Division:	<u>IT</u>
Job level:	<u>GCF 6.2</u>	Career track:	<u>Management</u>

Job purpose

Please provide a summary of the purpose and objective of the job.

The AI Team Lead will lead the AI function within the Data & AI team at Sun Life Vietnam. This role focuses on designing, developing, and deploying high-impact Generative AI, and Agentic AI solutions on AWS. The primary mission is to build and deliver an intelligent Knowledge Virtual Assistant (using advanced RAG, Multi-Agent systems), while driving LLM fine-tuning, Computer Vision, and Automatic Speech Recognition (ASR) initiatives. The role ensures close collaboration with the Regional GenAI Team to maintain alignment with global architecture standards, strategic direction, and best practices, delivering production-grade, compliant, and scalable AI capabilities that create measurable business value.

Major accountabilities

Identify 5-6 major accountabilities of the job (not the employee). Describe these accountabilities by what is to be accomplished, how and why. Use action verbs to begin each sentence. Avoid the use of acronyms. Include the approximate percentage of time spent on accountability. The percentages below should sum up to 100.

Execution - Define and execute the AI/ML technical roadmap in alignment with both local business priorities and Sun Life Regional/Global GenAI strategy. - Architect and deliver the Knowledge Virtual Assistant using advanced RAG and Multi-Agent systems tailored to each business block. - Lead LLM fine-tuning initiatives for insurance-specific and Vietnamese-language models. - Drive Computer Vision and ASR initiatives (document processing, claims image analysis, voice-enabled compliance recording). - Oversee other strategic AI/ML initiatives: customer personalization, claims automation, fraud detection, predictive underwriting, and analytics. - Establish robust end-to-end MLOps practices and production pipelines on AWS.	45%
Governance and Technical Leadership - Champion new AWS AI technologies while maintaining alignment with Regional GenAI architecture guidelines. - Actively collaborate with the Regional GenAI Team to ensure all solutions comply with global architecture standards, security & governance frameworks, and strategic direction. - Ensure all AI/ML solutions meet security, governance, model risk, and regulatory requirements (including PDPA, Vietnamese insurance laws on call recording, and Sun Life global standards).	30%
Lead and Manage AI Team - Lead, mentor, and develop a team of AI Engineers, Data Scientists, and Data engineers. - Champion the adoption of structured AI development methodologies, including Vibe Coding combined with BMAD across the team.	20%
<i>Ensure all activities, decisions and deliverables comply with fair treatment of Clients principles, proactively identifying and mitigating risks of unfair client outcomes in line with Company conduct expectations.</i>	5%

Specialized knowledge

List specific types of technical or professional skills and knowledge required for the job.

- Expert proficiency in Python and modern AI frameworks.
- Deep expertise in LangChain, LangGraph for building complex stateful multi-agent workflows, supervisor agents, cyclic graphs, and human-in-the-loop systems.
- Strong hands-on experience with Amazon Bedrock (Claude, Llama, Titan, etc.) and Amazon SageMaker (Pipelines, Model Registry, Monitoring, Feature Store).
- Advanced RAG implementation including vector stores, hybrid search, reranking, citation, and evaluation frameworks.
- Solid MLOps and Data Engineering skills on AWS: Glue, OpenSearch/Kendra, Lambda, Step Functions, EKS, S3, DocumentDB, EventBridge.
- Containerization (Docker) and orchestration (Kubernetes/EKS), Infrastructure as Code (Terraform or AWS CDK).

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- Understanding of Generative AI architecture, agentic systems, and production deployment best practices.
- Production-grade rollouts, governance frameworks, control plane design, monitoring, drift detection, and automated rollback strategies.
- Demonstrate the Curiosity to effectively leverage AI tools to enhance productivity, decision-making, and quality of outcomes within the role

Preferred Qualifications

- Experience with other cloud platforms: Microsoft Azure (Azure OpenAI, AI Studio) or Google Cloud (Vertex AI, Gemini).
- Knowledge of Speech & Image Processing (Amazon Transcribe, Recognition or equivalents) for voice-enabled assistants and document/image handling.
- Previous success building internal virtual assistants or AI platforms in Insurance, Fintech, or Banking.
- Multilingual AI solution experience (Vietnamese + English).
- Track record of building and scaling high-performing AI teams.
- AWS certifications (e.g., AWS Certified Machine Learning – Specialty) or equivalent.

Problem solving

Outline problem solving requirements in terms of how standardized, varied, complex and interdependent problems and issues are typically faced by this job. Provide examples if necessary.

- Strong sense of ownership and accountability.
- Work effectively both independently and as part of a team, self-motivated and deadline driven.
- Goal oriented and be able to work with other teams to achieve goals.
- Take a broad organizational view when solving problems.
- Build and maintain influential relationships with senior management (both Technology and business).
- Demonstrate strong accountability in problem solving by proactively identifying, owning, and resolving all issues within scope, regardless of formal task assignment

Education and experience

Indicate the minimum education level and years of relevant experience required to perform the work. Include specific professional designations, licenses, registrations, if applicable.

- Bachelor's or master's degree in computer science, Artificial Intelligence, Data Science, Machine Learning, or related fields.
- 7–10 years of hands-on experience in AI/ML Engineering.
- At least 4 years in a technical leadership or Team Lead role, with proven success leading AI projects from concept to production.
- Demonstrated delivery of at least 2+ Enterprise Knowledge Assistant / Multi-Agent RAG projects in a production environment.
- Strong production AI experience on AWS is mandatory.

Communication scope

Identify the level and nature of internal and external contacts with whom this job must interact regularly. Describe the reason and frequency of their communication.

- Internal – works closely with senior management and respective stakeholders to enable communication. Foster interdepartmental cooperation.
- External – establishes and maintains working relationships with technology suppliers, outsourcing vendors. Develop industry-related professional contacts. Actively participates in industry-related seminars and workshops.
- Ability to effectively collaborate with Regional GenAI teams and local stakeholders.
- Ability to communicate complex technical concepts clearly to both technical and non-technical stakeholders (Business Unit Heads, Department Leaders, IT, Compliance, etc.).
- Ability to influence and align cross-functional teams toward common AI objectives.

Management scope

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Sun Life Asia Job Evaluation Process

Total number of direct reports: 1

Total number of staff managed (direct and indirect): 1

Coordinate with Regional GenAI Team on architecture governance and project alignment.

Metrics (if applicable)

Finance metrics (revenue, budget managed, etc.): Not applicable.

Sales metrics (type and amount): Not applicable.

Other metrics (specify): Not applicable.

Travel required (express as % of working time): To be determined.