

## JOB DESCRIPTION (JD)

### Sun Life Asia Job Evaluation Process

|                                                           |                                          |
|-----------------------------------------------------------|------------------------------------------|
| <b>Date:</b> <u>27 May 2026</u>                           | <b>Department:</b> <u>AI</u>             |
| <b>Job title:</b> <u>Manager, AI Engineer (Senior AI)</u> | <b>BU/Division:</b> <u>IT</u>            |
| <b>Job level:</b> <u>GCF 5.2</u>                          | <b>Career track:</b> <u>Professional</u> |

#### Job purpose

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

The Senior AI Engineer will play a key technical role within the Data & AI team at Sun Life Vietnam. This position focuses on designing, developing, and deploying production-grade Machine Learning, Generative AI, and Agentic AI solutions on AWS. The primary focus is to build and deliver an intelligent Knowledge Virtual Assistant (using advanced RAG, Multi-Agent systems), while contributing to LLM fine-tuning, Computer Vision, and Automatic Speech Recognition (ASR) initiatives. The role requires close collaboration with the Regional GenAI Team to ensure alignment with global architecture standards, security & governance frameworks, and strategic direction.

#### 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.*

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <b>Execution</b> <ul style="list-style-type: none"> <li>Design, develop, and implement the Knowledge Virtual Assistant using advanced RAG and Multi-Agent Architecture.</li> <li>Build multi-agent systems (supervisor + domain-specific agents) tailored to each business function (Sales, Underwriting, Claims, Finance, Compliance, HR, IT, etc.).</li> <li>Develop other strategic AI/ML solutions: customer personalization, claims automation, fraud detection, predictive underwriting, and analytics.</li> <li>Build and maintain robust end-to-end MLOps pipelines and production deployment on AWS.</li> <li>Apply structured AI development methodologies such as Vibe Coding combined with BMAD to deliver predictable, high-quality outcomes.</li> <li>Lead LLM fine-tuning initiatives for insurance-specific and Vietnamese-language models.</li> </ul> | 70% |
| <b>Consultation and Governance</b> <ul style="list-style-type: none"> <li>Contribute to Computer Vision and Automatic Speech Recognition (ASR) solutions, including document processing, claims image analysis, and voice-enabled compliance recording (as required by Vietnamese insurance regulations).</li> <li>Actively collaborate with the Regional GenAI Team to ensure all solutions comply with global AI architecture standards, best practices, security, and guidelines.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                        | 20% |
| <b>Support other tasks as required by higher management</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5%  |
| <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 hands-on expertise in LangChain, LangGraph for building stateful multi-agent workflows, supervisor agents, cyclic graphs, and human-in-the-loop systems.
- Strong experience with Amazon Bedrock (Claude, Llama, Titan, etc.) and Amazon SageMaker (Pipelines, Model Registry, Monitoring, Feature Store).
- Advanced RAG implementation (vector stores, hybrid search, reranking, citation, and evaluation).
- Solid MLOps and Data Engineering on AWS: Glue, OpenSearch/Kendra, Lambda, Step Functions, EKS, S3, DocumentDB, EventBridge.
- Vibe Coding + BMAD Method — practical experience applying structured agentic workflows for scalable and predictable AI development
- Containerization (Docker), orchestration (Kubernetes/EKS), and Infrastructure as Code (Terraform or AWS CDK).
- Strong understanding of GenAI architecture, agentic systems, and production best practices.
- Demonstrate the Curiosity to effectively leverage AI tools to enhance productivity, decision-making, and quality of outcomes within the role.

## JOB DESCRIPTION (JD)

### Sun Life Asia Job Evaluation Process

#### 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).
- 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.
- 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.
- 5–8 years of hands-on experience in AI/ML Engineering.
- At least 3 years working as a Senior AI Engineer.
- Proven track record of leading at least 1–2 Enterprise Knowledge Assistant / Multi-Agent RAG projects from design to production.
- 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.*

- Excellent verbal and written English communication skills (Vietnamese is a strong advantage).
- Ability to explain complex technical concepts clearly to both technical and non-technical stakeholders.
- Strong collaboration skills, especially when working with Regional GenAI teams and local business units.

#### Management scope

Total number of direct reports: 0

Total number of staff managed (direct and indirect): 0

#### 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.