

AGILEBLUE

AI Enablement & Business Operations

Put AI to work inside the business so a small team can do more without growing headcount.

About AgileBlue

AgileBlue is an AI-native Security Operations platform that detects, investigates, and auto-responds to cyber threats across cloud, network, and endpoint environments. Our platform combines Sapphire AI for automated detection with 24/7 human-led investigation, built for mid-market organizations and the MSPs that serve them.

Position Overview

AgileBlue builds AI into its product to take routine work off its analysts. This role does the same thing inside the business. You will lead how AI and automation get adopted across non-technical teams – customer success, operations, and go-to-market – so a small team can take on more work without adding headcount.

You will train people to use AI confidently, ship the automations that remove repetitive work, and stand up the tracking and reporting that keeps cross-functional work visible, partnering with the COO and with IT and Engineering so everything meets the company's technical and security standards.

What You Will Do

- **Enable non-technical teams** - Train and equip customer success, operations, and go-to-market to use AI confidently in their daily work, and give them reusable prompt playbooks they can keep using.
- **Ship business automations** - Bring AI and automation into everyday operations – CS communications, ticket summaries, QBR prep, onboarding workflows, and leadership reporting – within a cohesive platform.
- **Make work visible** - Build cross-functional tracking across product launches, partner integrations, and onboarding pipelines so everything lives in one place.
- **Run goals and reporting** - Stand up a lightweight OKR and goal-setting process, and own automated leadership and board reporting that is quick to read and updates on its own.
- **Support operational scaling** - Streamline internal onboarding as headcount grows, reduce redundant vendors and tools, and keep processes simple and useful.

- **Partner on tooling** - Work with IT and Engineering on AI tool selection and integration so business adoption lines up with the company's technical and security standards.

What We Are Looking For

- 2-5 years in program or operations management, ideally in a technology or SaaS environment.
- Hands-on experience applying AI and automation to real business and operational workflows.
- A track record of training and enabling non-technical teams to adopt new tools and ways of working.
- Experience building reporting, OKRs, and cross-functional operating cadences.
- Comfort partnering with IT and Engineering on AI tool selection and integration.
- PMP, Scrum, or an equivalent credential is a plus.

Position Details

Job Type	Full-Time Employment
Location	Hybrid in Cleveland, OH, or Remote
Reporting To	Chief Operating Officer
Benefits	Competitive base salary 401k with company match Unlimited PTO Paid training and certification support Direct influence over how AI is adopted across the company

To Apply

Submit your resume and a brief cover letter to HR@agileblue.com with 'AI Enablement & Business Operations' as the subject line. Describe an AI or automation workflow you introduced to a non-technical team. Tell us what the manual process looked like before, what you built, and the time it saved.