



**Office of the Senior Vice President
for Finance and Administration**

Strategic Finance & Administration Accelerator Internship Program

Position Description

UO Finance and Administration Department Name	Customer Experience and AI A department in the division of UO Information Services (IS)
Intern Supervisor Name	Jonathan Roig, AI Solutions Architect
Role or Project Title	Departmental AI Chatbot Development
Modality	Hybrid
Department Information	Information Services (IS) is the central information technology unit at the University of Oregon and provides wide-ranging services to campus. IS is organized into four primary functional areas, each led by a senior leader reporting to the Vice President for Information Services and Chief Information Officer (VP CIO): Customer Experience and Artificial Intelligence, which serves as the primary point of contact for campus partners and advances user-centered services and applied AI initiatives; Enterprise Solutions, which manages and supports enterprise applications, integrations, and data platforms; Information Security, which safeguards the university's information, systems, and digital assets; and Technology Infrastructure, which provides engineering and operational support for research and enterprise compute and storage platforms, network and voice services, data centers, and classroom technologies. IS works closely with Link Oregon, the provider of high-speed broadband to research and education in the state. Founded in 1876, the University of Oregon (UO) is a Carnegie R1 research university, a member of the 71-member Association of American Universities (AAU), and the state's flagship campus. UO enrolls more than 23,000 undergraduate and graduate students and is an integral economic driver for the state, with an estimated \$3.7 billion annual economic return to Oregon.
Position Purpose and Description	The goal of this project is to prototype an AI-enabled chatbot that helps UO employees quickly access information needed to perform their work. The chatbot would be able to answer questions grounded in the approved departmental data while appropriately declining questions outside of its



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	scope. Emphasis would be on effective, responsible AI implementation and user experience. The intern would participate in code development, prototyping, and testing of components. The intern would also work directly with a customer to gather business requirements and deliver milestone updates, with supervision and support. Depending on project progress, the intern may help prepare the prototype for production deployment. Milestones/Deliverables: • Creation of searchable knowledge repository from customer data • Chatbot prototype • Technical documentation • Automated tests • Demonstration to customer
Preferred Term Start	Fall 2026 or Winter 2027
Required Skills <i>Student must have these to complete project</i>	Intermediate programming skills in at least one modern language Ability to troubleshoot and debug code
Preferred Skills <i>Skills that are nice to have but not required</i>	Understanding of Object-Oriented Programming (e.g. through a course) Understanding of REST APIs Experience using version control tools, such as Git Coursework covering Machine Learning or AI Familiarity with Microsoft Copilot, Power Automate, and/or Copilot Studio Interest in responsible AI practices



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Skills/knowledge the student will gain during the term	Responsible AI design and governance concepts Requirements gathering and customer relations Practical application of coding/development skills Software testing and quality assurance AI-assisted development Software architecture and design Technical documentation
Other Comments	While a 2nd, 3rd, or 4th year student in computer science or data science is likely set up with the skills needed to do this internship, applicants from any field are welcome if they have the required skills. Successful candidates should demonstrate the ability to produce, understand, and troubleshoot code without full reliance on AI tools.