

Engineer I (Forward Deployed) — Associate Level
AI Centre of Excellence for Sustainable Cities — IIT Kanpur

Type of Employment: 1 year Contract (Fixed Term)

Location: Delhi

About the role

We build AI-enabled products for Indian cities — property tax, air quality, grievance redressal, flood resilience, fiscal governance — deployed with real governments across multiple states. Getting a product live in a city means working on the ground with officials and their data, and making our products work against real-world systems.

As an Associate Solution Engineer, you'll be part of that work — supporting deployments at client sites under the guidance of a senior engineer or the State Lead. This is a learning role: you'll get hands-on with real government deployments, build your technical and client skills, and grow into owning deployments yourself.

What you'll do

- *Support the deployment of products at client sites — helping configure them to the city's data and systems, under direction.*
- *Assist in getting our products working against real government data, and help troubleshoot issues during setup.*
- *Sit in on sessions with government officials and field staff, learning how they work and helping capture what they need.*
- *Help train client users and support them through go-live.*
- *Carry issues and observations from the ground back to the senior team, and help document them.*
- *Learn our products, our platform, and how civic deployments actually work.*

What you'll bring

- *0–2 years of experience, or a relevant technical qualification.*
- *Enough technical comfort to work with software configuration, data and APIs — and eagerness to get hands-on and learn fast.*
- *Willingness to work directly with non-technical government users, patiently and clearly.*
- *Comfort with messy, imperfect situations — you don't need everything to be clean to make progress.*

- *Willingness to be on the ground at city and government sites.*
- *Interest in public systems and civic technology.*

Where this sits

You report into the Solutions team and work under a senior Solution Engineer or the State Lead, alongside Product, Platform and Data. You're learning to become the client-facing edge of delivery.

What good looks like in this role

You reliably complete the deployment tasks you're given with light supervision, you're visibly getting more independent, and you ask good questions rather than guessing. Clients and colleagues find you easy to work with on the ground.

Performance Goals

Delivery contribution (40%) — *did they do the job, at their level*

- *Complete assigned deployment and configuration tasks to spec, on the agreed timeline, with light supervision. Measured by: tasks completed as agreed, quality of handoff, how much rework was needed.*
- *Reliably get assigned product components working against the client's real data during setup. Measured by: components functioning at go-live, issues resolved vs escalated.*

Adoption support (20%) — *did it actually get used*

- *Support user training and help the client's own people start using the deployed product. Measured by: users onboarded, basic usage established on the components they supported.*

Feedback loop (15%) — *did the ground teach the product something*

- *Capture and pass back field observations — failure modes, real user needs, data gaps — to Product and Platform, documented usefully. Measured by: quality and usefulness of what they surfaced, not volume.*

Growth and independence (25%) — *are they becoming what the role needs*

- *Demonstrate increasing independence over the period — needing less hand-holding, taking on more complex tasks. Measured by: manager assessment against the "what good looks like" line; visible progression toward L2.*
- *Build product, platform and domain knowledge — can explain what they're deploying and why. Measured by: manager/senior assessment.*

- *Work well on the ground — clients and colleagues find them clear, patient, easy to work with. Measured by: feedback from State Lead and client contacts.*