jack henry

artificial intelligence acceptable use policy for candidates

Purpose

Our AI policy is designed to ensure that the "real you" is being represented, and to protect our organization from fraud and risk. Everything you present during the application process, from your resume to interview questions, must be reflective of your identity and ability.

Our Promise to You

Our promise to you: Humans review applications of candidates eligible to work at Jack Henry. Any application submitted to a hiring manager will be reviewed by a member of our talent acquisition team. AI is not used in determining who is selected for an interview or hired. Any personally identifiable information will not be entered into any open AI tool.

Permitted AI Use During the Screening Process

You are permitted to use AI to assist in crafting resumes and cover letters to best highlight your true ability and experience. For assignments completed at home during the interview process, you will be informed in advance of any guidelines or limitations on the use of AI assistance. Be prepared to discuss how AI was used to help you as part of the broader discussion around your problem-solving methodology and be sure to check any AI-generated output for accuracy and detail if its use is permitted.

The use of assistive AI technology to accommodate a disability is permitted, provided you have communicated this to your recruiter and received the accommodation approval prior to the interview.

Prohibited AI Use During the Screening Process

You are not permitted to use AI to misrepresent your identity in any way. You are not permitted to use AI to misrepresent your identity in any way. This includes fabricating your skills or work experience, using deepfakes (videos in which your appearance is digitally altered), having another person or agency submit your application, assuming a different identity for your application, or completing assignments and tasks for you (if not allowed by guidelines provided).

The use of AI to answer live questions during interviews is strictly prohibited. This includes the use of AI assistants and notetakers. Repeating verbatim content, or the identification of any tool from any AI assistant in an interview will result in an automatic rejection from the role. Live interviews are a way to demonstrate your problem solving, creativity, and flexibility, and we want to make sure that these interviews provide an accurate representation.

during the interview

You will be asked to turn your camera on and remove background filters during interviews. If you are unable to comply with this, the interview will be cancelled and rescheduled. During the onboarding process, we will use verification tools to validate your identity. At any point during the selection and onboarding process, you may be asked to come to a Jack Henry office for an in-person meeting, during which time additional identity verification may take place.

If AI Is Not Used Appropriately

Confirmed or suspected use of AI in violation of these policies may result in your disqualification from the position.

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