Machine Learning Engineer

POSITION SUMMARY

The Calabrio software suite generates large quantities of numerical, text, audio, and user-generated data. It is the responsibility of the Machine Learning (ML) engineer to determine ways to intelligently use those data to enhance the users' experience or inform customers of trends identified in the data. This will involve researching techniques in the statistics and ML literature for novel approaches to the problem at hand, developing a prototype to assess the viability of the approach, and implementing the solution as an application that can be deployed into a production environment. Additionally, ML engineers at Calabrio have close relationships with the product development team and serve as the technical aid in generating ideas for new ML features in the Calabrio software suite. As such, it is critical for ML engineers to be able to communicate to non-experts complex ML concepts and any specific data requirements for prospective features.

JOB DESCRIPTION

- Research, design, and implement machine learning applications to solve business problems in the contact center domain.
- Ensure that machine learning applications are available to product via use of APIs.
- Keep up-to-date with new technologies that may be able to support machine learning applications.
- Aid product development teams in coming up with new ideas for machine learning applications.
- Understand necessary data requirements to implement machine learning applications.
- Able to prototype machine learning applications and quickly determine application viability.

REQUIREMENTS

- Strong quantitative background:
    - A master's degree in Computer Science, Computational Linguistics, Physics, Mathematics or related field.
    - A PhD is preferred.
- A background in independent research.
- Some experience in experimental design.
- Experience building machine learning applications using numerical and/or text data.
- Solid understanding of machine learning and statistics fundamentals.
- Ability to transform "raw" data to conform to the assumptions of a machine learning algorithm.

- Strong proficiency in Python as well as the numerical libraries such as Scikit-Learn, Pandas, NumPy, and SciPy.
- Experience with some or all of the following:
  - REST APIs
  - SQL
  - Amazon Web Services
  - Elasticsearch
  - Windows and Linux
- Ability to effectively communicate complex ideas to other members of the team.

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Be able to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a software engineer manager or higher level personnel
- Close interaction with peer software engineers, group leaders and other employees and departments in the company
- Direct work with customer and partners in a leadership role
- Provides leadership within company on small projects and tasks
- Ability to work independently and as part of a team

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:
https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146040&lang=en_US&source=CC477343

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow @calabrio on Twitter.

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