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Company Name

Job Title:	Chatbot / AI Senior Developers	Job Category:	IT
Department/Group:	BU IT Global Marketing Tech	Job Code/ Req#:	
Location:		Travel Required:	Minimal

Job Description:

Chatbot / AI / LM.com Developer

RESPONSIBILITIES:

- Gather requirements from business and IT users
- Responsible for the design, development, and implementation of chatbot & voicebot agents using the Azure cloud services and Genesys.
- Interface and liaise with both business partners and (potentially) external vendors

REQUIRED SKILLS AND QUALIFICATIONS:

- At least 3 years of experience implementing Chatbot technologies
- Knowledgeable in basic concepts of NLP and NLU – Intent Classification, Keyword/Entity extraction, Text Similarity, Text Pre-processing, dialog flows, speech to text, text to speech and telephony systems.
- Basic knowledge of Machine Learning concepts – Training, Accuracy Evaluation
- Development experience in NodeJS, REST Services.
- Experience of working in cloud environment like AWS, Azure, Google Cloud Platform, IBM Cloud
- Ability to embed chatbot in multiple channels like Web site, SMS, Email, Skype, Yammer, Facebook Messenger, MS Teams, WhatsApp, WeChat etc.
- Knowledge on all phases of software development, including UI design and development, microservices design and development, relational and non-relational DBs, APIs and external integration, quality assurance, validation documentation, security, and infrastructure.
- Knowledge on business functions and user stories, decompose them into technical specifications, and develop working application code for a cloud environment.
- Hands on experience in building applications using Java Script frameworks (NodeJS), ReactJS/VueJS, No SQL Databases like MongoDB
- Experience with JSON file updates for content (product launch etc) to complete merge guard/ go live activities
- Knowledge of analytics / visualization via dashboards and reporting tools

EDUCATION REQUIREMENTS:

- Bachelor's degree in Computer Science, Engineering, Statistics, Technical Science, or 3+ years of IT/Programming experience
- Minimum 2 years of experience in solutioning for Artificial Intelligence use cases, plus web application development & systems integration experience e.g. REST/SOAP
- Prior solutioning experience with No SQL databases, integrating unstructured data

PREFERRED SKILLS

Hands on experience in one or more of the following AI technologies:

- Language – Natural Language Processing, Natural Language Understanding, Speech to Text, Text to Speech, Sentiment Analysis, Language Detection, Classification, Telephony channel experience with Genesys cloud.
- AI solutions – Virtual Agents, intelligent case processing, Video Analytics, inference engines, stream monitoring, intelligent search, ontologies/knowledge representations, voice technologies (Speech To Text & Text To Speech), Custom Language Model creation.
- Knowledge and experience in some of the key AI platforms, e.g., IBM Watson, Microsoft Azure Cognitive Services, Google Dialogflow, Facebook Wit.ai, Chatbots using Microsoft Bot Framework or IBM Watson Assistant
- Web UI and dashboard design experience
- Experience working in a DevOps environment, and using industry standard tools (GIT, JIRA)
- Able to explain technical concepts in a non-technical language

PROFESSIONAL SKILL REQUIREMENTS

- Proven success in contributing to a team-oriented environment
- Proven ability to work creatively and analytically in a problem-solving environment
- Desire to work in an information systems environment
- Excellent leadership, communication (written and oral) and interpersonal skills.
- Demonstrated leadership in professional setting
- Demonstrated teamwork and collaboration in a professional setting, either military or civilian
- To be able to present the solution/design to mid-level management