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| 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 | | | | |