Data Scientist

Location
Remote- US

Type
Full time

Department
Engineering ›

Data Science

← **FURTHER**

organizations. Our digital experience platform and sales automation solutions make it easier for consumers to buy and easier for sales teams to sell, increasing conversion rates and driving incremental revenue for our clients. FURTHER is the only data platform in the industry that connects first-party marketing and sales data, making it easier for client marketing teams to be data-driven. FURTHER works with over 4,500 care communities and delivered $1.5B of revenue to our customers in 2023.

The Role

At Further, we transform data into actionable insights to drive our systems and solutions. We seek a creative and curious LLM engineer to join our team. If you have a Natural Language Processing and Software Engineering background, you'll thrive in this role by developing and improving robust conversational agents that take their users to the next level. You'll collaborate with specialists to "slice and dice" data, develop conversational agents, identify enhancements, and deliver innovative solutions.

- Collaborate with product design and engineering teams to understand business and data needs.

- Develop, test, and deploy robust conversational agents that meet user needs and project requirements.
- Continuously improve the natural language understanding (NLU) and overall performance of conversational agents through customization and optimization techniques.
- Implement context-aware conversations and design conversation flows that handle complex user queries effectively.
- Develop and execute test plans to assess agent performance, identifying areas for improvement and iterating on data, prompts, and workflows.
- Communicate findings to stakeholders effectively.
- Stay current with industry developments and technical advancements.

What You'll Own

- Collect, clean, and preprocess data to ensure quality and reliability.
- Explore and visualize data to identify patterns, trends, and relationships
- Train, evaluate, and deploy customized LLMs.
- Test and refine models to ensure their effectiveness.
- Monitor model performance and make necessary adjustments.
- Present results and suggestions through clear visuals and concise reports.

What You'll Bring

- At least 5 years of professional experience as a Data Scientist or Engineer
- Business level English verbal and writing.
- A Bachelor's or Master's degree in Data Science, Computer Science, Statistics, or a related field.
- A minimum of two years experience as an ML engineer.
- Proficiency in data manipulation and analysis tools like SQL and Pandas.
- Familiarity with Data Warehousing.
- Experience in developing, evaluating, deploying, running, and maintaining ML models.
- A strong understanding of AI agents, natural language processing, and machine learning concepts.

- At least 5 years of experience using LLMs and LLM-enabled programs in a professional, academic, or personal context, including exploring how they work and how to use them effectively.

- Experience with LangChain or other AI agent frameworks.

- Experience with LLM observability.

- Familiarity with the optimal use of LLMs, the tradeoff between fine-tuning and RAG, etc.

- Familiarity with prompt engineering best practices.

- Familiarity with data structures for ML and AI programs, including RAG and vector databases.

- Experience with building systems and infrastructure is preferred.

- Strong problem-solving and critical-thinking skills.

- Excellent communication and presentation skills.

Equal Opportunity Employer

We hire talented and passionate people from a variety of backgrounds because we want our global employee base to represent the wide diversity of our customers. If you're excited about a role but your past experience doesn't align perfectly with every bullet point listed in the job description, we still encourage you to apply. If you're a builder at heart, share our company values, and enthusiastic about making software toolmaking ubiquitous, we want to hear from you.

FURTHER is proud to be an equal opportunity employer. We do not discriminate in hiring or any employment decision based on race, color, religion, national origin, age, sex (including pregnancy, childbirth, or related medical conditions), marital status, ancestry, physical or mental disability, genetic information, veteran status, gender identity or expression, sexual orientation, or other applicable legally protected characteristic. FURTHER considers qualified applicants with criminal histories, consistent with applicable federal, state and local law. FURTHER is also committed to providing reasonable accommodations for qualified individuals with disabilities and disabled veterans in our job application procedures. If you need assistance or an accommodation due to a disability, please let your recruiter know.

Apply for this Job