

Current Openings > AI/ML Data Scientist

AI/ML Data Scientist

 Product & Software Engineering

 Remote (United States)

Apply now

Share on:



About Command|Link

Command|Link is a global SaaS Platform providing network, voice services, and IT security solutions, helping corporations consolidate their core infrastructure into a single vendor and layering on a proprietary single pane of glass platform. Command|Link has revolutionized the IT industry by tackling the problems our competitors create. In recognition for our unprecedented innovation and dedication, Command|Link was recognized as the SD-WAN Product of the Year, ITSM Visionary Spotlight, UCaaS Product of the Year, NaaS Product of the Year, Supplier of the Year, and the AT&T Strategic Growth Partner. Command|Link has built the only IT platform for scale that solves ISP vendor sprawl and IT headaches. We make it easy for our customers to get more done, maximize uptime and improve the bottom line.

Learn more about us [here!](#)

About your new role:

As an AI/ML Data Scientist at CommandLink, you will be at the forefront of integrating AI technologies, models, and methodologies into our workflow, contact center, and ITSM solutions. Your work will be integral to the efficiency and effectiveness of how businesses interact with their customers and manage internal processes. You'll have the opportunity to work on and lead a

wide range of AI projects, from developing intelligent chatbots to creating predictive models that automate and improve decision-making processes. This is a Full-Time, 100% Remote opportunity.

Key Responsibilities:

- Design, develop, and deploy machine learning algorithms tailored to our product needs including GPTs, LLMs, and other deep generative AI models, focused on enhancing customer interaction and internal workflows.
- Prototype, optimize, and create innovative AI features that can be immediately beneficial for our products, ensuring scalability, efficiency, and reliability.
- Conduct data analysis and pioneer methodologies for assessing model performance and making improvements based on feedback.
- Collaborate with cross-functional product and engineering teams to integrate and build AI/ML capabilities into our existing platforms and applications.
- Communicate complex AI/ML concepts to non-technical stakeholders, providing insights into the benefits and capabilities of AI within our products.
- Stay up to date on the latest AI/ML technologies and advancements to ensure our solutions remain cutting-edge.

What you'll need for success:

- Bachelor's Degree in Computer Science, Data Science, Machine Learning, Mathematics, or a related field. An Advanced Degree or PhD equivalent in any of these fields would be a plus.
- Demonstrated experience in Data Science fundamentals and programming in Python, including familiarity with AI/ML frameworks (e.g., TensorFlow, PyTorch, OpenAI, LLaMA, LangChain).
- Proven experience in AI/ML development, particularly with NLP tasks and predictive modeling.
- Experience with data processing libraries, and analysis tools (e.g., Pandas, SQL).
- Ability to work independently, manage projects from conception to implementation, and collaborate across teams.
- Creative problem-solving skills, analytical mindset, and a passion for innovation in AI to tackle complex problems.
- Excellent communication skills, with the ability to translate technical concepts into non-technical terms.

It would be great if you also had:

- Experience in deploying AI solutions in cloud environments (AWS, Azure, Google Cloud).
- Familiarity with DevOps practices and tools for AI/ML model deployment and monitoring.
- Background in developing AI solutions for workflow automation, contact centers, or ITSM.

Why you'll love life at Command|Link

Join us at CommandLink, where you'll have the opportunity to shape the future of business communication. We value the innovative spirit and seek individuals ready to bring their unique vision and expertise to a team that values bold ideas and strategic thinking. Are you ready to make an impact?

- Room to grow at a high-growth company
- An environment that celebrates ideas and innovation
- Your work will have a tangible impact

- Generous Medical, Dental, and Vision coverage for full-time employees
- Flexible time off
- 401k to help you save for the future
- Fun events at cool locations
- Free DoorDash lunches on Fridays
- Employee referral bonuses to encourage the addition of great new people to the team.

[Apply now](#)

[Terms of service](#) [Privacy](#) [Cookies](#) [Powered by Rippling](#)

United States (English) 