Software Engineer, NLU & Agentic AI

Machine Learning | Mountain View, CA | Full Time

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Who We Are

Moveworks is the universal AI copilot for search and automation across all your business applications. We give employees one place to go to find information and get support while reducing costs for your business. The Moveworks Copilot is powered by an industry-leading Reasoning Engine that uses a combination of public and proprietary language models to understand employee queries, then build and execute multi-step plans that achieve them. It does this by linking into systems (like ITSM, HRIS, ERP, identity management, and more) with native and custom-built integrations that turn natural language into powerful automations for employees.

The world's most innovative brands like Databricks, Broadcom, Hearst, and Palo Alto Networks trust Moveworks to eliminate repetitive support issues, deliver instant knowledge, and empower employees to work faster across applications.

Founded in 2016, Moveworks has raised $315 million in funding, at a valuation of $2.1 billion, thanks to our award-winning product and team. In 2023, we were included in the Forbes Cloud 100 list as well as the Forbes AI 50 for the fifth consecutive year. We were also recognized by the 2023 Edison Awards for AI Optimized Productivity, and were included on Fast Company's Most Innovative Companies list for 2024!

Moveworks has over 500 employees in six offices around the world, and is backed by some of the world's most prominent investors, including Kleiner Perkins, Lightspeed, Bain Capital Ventures, Sapphire Ventures, Iconiq, and more.

Come join one of the most innovative teams on the planet!

The Role

Are you a software engineer who has honed your craft, partnership, and execution over years building and improving production systems? Want to apply your skills at the cutting edge of AI copilots? This may be the role for you.

offline self-reflection and improvement, copilot environment simulation, enterprise knowledge graphs, steerability, multimodal reasoning, multilingual support, in-context learning from user feedback, and data privacy protection. You will have all the tools of modern enterprise AI at your disposal, including best-in-class LLMs, multimodal models, and optimized search and ML infrastructure.

We are a data-centric team, and we partner closely with Moveworks's world-class annotation team to build error-free, inclusive, and privacy-preserving datasets to evaluate impact of changes, so that team members can learn as quickly as our AI does. Our team indexes on moving fast on scalable infrastructure, solving challenging product and engineering challenges, and pushing the envelope of value provided to customers.

If you are looking to do the best work of your career with a bright, dedicated, and impact-driven team alongside you, we'd love to have a conversation.

What You Will Do:

- Take on exciting and difficult engineering challenges (see areas listed above) to build and evolve AI capable agent systems that are reliable in every sense of the word
- Implement frontier AI algorithms and architectures and productionize them at scale
- Use the latest advances in machine learning, LLMs, and AI agents to enhance our products and create delightful user experiences
- Influence roadmap and drive the evolution of engineering areas of increasing scope and impact to create lasting value for all our customers
- Hone your craft in writing robust, extensible, readable, and performant code
- Partner with subject matter experts across the company including in machine learning, security, product, user experience, and customer success, to learn from each other and build the best enterprise AI product the world has ever seen

What You Bring To The Table:

- 2+ years experience designing, building and improving scaled production systems
- Ability to think and communicate clearly about complex engineering problems and systems
- Comfort giving and receiving feedback, and in holding yourself and fellow Movesters accountable to a high standard of operational excellence
- Readiness to hit the ground running in a Mac development environment, programming in Python and/or Golang
- Desire to work at a startup pace in a medium-sized company with a high degree of ownership
- Attention to detail

- High level of curiosity about engineering outside of immediate discipline and ongoing desire to learn and stay at the cutting edge of applied AI

Nice To Have:

- Experience building with LLMs, particularly in iterating on prompts, on model selection, on cognitive architecture design, and on latency/correctness tradeoffs in a data-driven way
- Hands-on experience driving one or more stages of a machine learning problem-solving lifecycle, such as experiment setup, dataset curation, model training, offline evaluation and error analysis, deployment, and online evaluation
- Experience in AI fairness, privacy, permission controls, safety, and/or security

Compensation Range: $180,000-$221,000

*Our compensation package includes a market competitive salary, equity for all full time roles, exceptional benefits, and, for applicable roles, commissions or bonus plans.
Ultimately, in determining pay, final offers may vary from the amount listed based on geography, the role's scope and complexity, the candidate's experience and expertise, and other factors.

Moveworks Is An Equal Opportunity Employer
*Moveworks is proud to be an equal opportunity employer. We provide employment opportunities without regard to age, race, color, ancestry, national origin, religion, disability, sex, gender identity or expression, sexual orientation, veteran status, or any other characteristics protected by law.
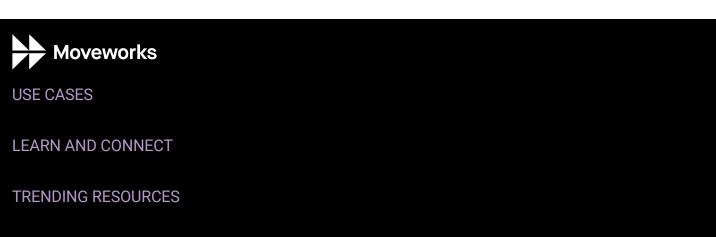
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