



AI/LLM Team Lead

Full-Time / Remote

Exempt

WHY BECOME AN OSTRONAUT?

At Ostro, we are transforming how life sciences connect with the people who need their innovations most. Every day, we help millions live healthier lives by bridging the gap between those who make medicines, treatments, and diagnostics — and those who take them.

Our patent-pending AI technology powers personalized healthcare journeys that make access to trusted information as seamless and intuitive as the best consumer experiences. As the leader in AI-powered omnichannel engagement for life sciences, Ostro is trusted by a majority of the world's top 20 pharmaceutical companies. Our intelligent platform orchestrates compliant, personalized interactions across web, email, SMS, and emerging channels — creating a unified intelligence layer that drives meaningful behavior change and better health outcomes.

We are not your typical life sciences company. Our team brings together experts from leading healthcare and life sciences organizations — including McKinsey, OptimizeRx, Doximity, Klick, Real Chemistry, and Publicis Health — alongside product and engineering talent from some of the world's most innovative technology companies like Amazon, Google, YouTube, Microsoft, and Hims. This mix of scientific, regulatory, and consumer expertise allows us to reimagine how information flows between patients, providers, and the brands that serve them.

Our founding team has built consumer products acquired by Google and enterprise technologies deployed across the Fortune 500. Backed by leading investors including RRE Ventures, Bling Capital, Founders Fund, and Greycroft, we're scaling rapidly and redefining what digital health engagement can achieve.


We are a remote-first team of around 70 (and growing!) united by curiosity, honesty, and a shared passion for improving healthcare. We call ourselves Ostronauts — explorers building the future of life sciences together. If you thrive in a collaborative, fast-moving environment and want your work to make a measurable impact on global health, come join us as we shape the next era of intelligent life sciences commercialization.


PERKS OF BEING AN OSTRONAUT:


♥ Impacting the future of healthcare - your innovations could very likely become the new norm for millions of people.

👉 Working alongside the founders of the company. If you have any entrepreneurial desire to start your own company in the future, you will see first-hand what it takes.





 100% fully remote but with frequent opportunities to collaborate in-person.


 Technology & office setup reimbursement, in addition to wework access!


 Freedom and responsibility to structure your work as you desire. We measure output and results and believe freedom allows for maximum ability.

 Unlimited PTO!

 Family leave: up to 10 weeks of 100% paid salary.

 Open communication - we believe in being transparent and radically honest with no retaliation.

 Competitive salary and equity.

 Medical/dental/vision benefits and more.

CULTURAL VALUES:

Put People First, Win as a Team, Act with Urgency and Scrappiness, Embrace Ambiguity Fearlessly, Deliver Customer Happiness, Drive for Solutions, and Assume positive intent.

WHAT DO YOU HAVE TO LOOK FORWARD TO?

We are seeking an AI/LLM Team Lead (player/coach) to help us to continue to scale and expand our established AI/LLM products, with a focus on the development of next generation features. This role involves designing and delivering scalable services for Ostro's SaaS platform, with a strong emphasis on integrating and leveraging large language models. You will lead a team and create features, balancing speed of delivery with long-term maintainability. You will also play a key role in shaping and supporting our engineering best practices by ensuring reliable testing, clean architecture, and low technical debt — all while helping us move at startup speed.

Role and Responsibilities:

1. Lead a team, as a player/coach, that develops performant, scalable, and high quality APIs and backend processes for Ostro's SaaS platform, with a strong emphasis on LLM integration.
2. Collaborate with cross-functional teams to implement new features and refine existing ones, particularly those involving Ostro's AI/LLM capabilities.
3. Provide feedback on roadmap and features and contribute to the strategic direction of AI/LLM initiatives.
4. Ensure code quality and compliance through thorough reviews, unit testing, and adherence to best practices for LLM-powered applications and Ostro engineering.
5. Optimize application performance and scalability to meet user demands, especially for LLM inference and data processing.



6. Stay informed about emerging AI/LLM technologies, prompt engineering techniques, and industry trends.
7. Troubleshoot and resolve production issues, ensuring performance, reliability, and scalability of LLM-driven features.

Technologies:

- OpenAI, Vertex, other public LLM APIs
- Django/Python
- PostgreSQL
- GCP

REQUIREMENTS: THE VALUE YOU WILL BRING!

- Have successfully lead teams that shipped products that were adopted and achieved product-market fit
- Experience shipping LLM pipelines including preprocessing, prompt optimization, output validation, and fallback mechanisms
- Experience with production use of LLM APIs (e.g., OpenAI, Gemini)
- Experience building systems to measure model performance, detect drift, and ensure output quality in production environments.
- Proficiency in prompt engineering and/or have developed systematic approaches to prompt design
- You embrace the concept of “strong opinions, weakly held”
- Proficiency with Python and Django (or similar frameworks)
- Strong collaboration and communication skills in cross-functional environments
- Bachelor’s degree in computer science or related field, or equivalent work experience

Nice to Have Experience, but Not Required:

- Docker/Kubernetes
- CI/CD pipelines (GitLab CI, Github actions, Jenkins, etc.)
- Working in highly regulated industries (e.g., healthcare, pharma, fintech)
- Experience with async tasks and workflows (such as Celery)
- Shipping production code for B2B software products
- Relational databases (PostgreSQL preferred)
- Experience building systems to measure model performance, detect drift, and ensure output quality in production environments



COMPENSATION:

The salary range estimate for this position is \$179,000 to \$223,700. These numbers are based on our compensation philosophy and US national averages since, as a fully remote company, we do not adjust compensation based on location.

Ostro's goal is to provide an inclusive and equitable work environment for current and future Ostronauts. In support of our core value of practicing radical honesty, we display our salary range for each job posting across all US locations, whether or not we are required to do so. Within that range, actual compensation is determined by several factors, including but not limited to skills, job expectations, and relevant training.

Our Talent Acquisition Partners can share more information on our compensation philosophy, during initial interviews. Please note that the compensation details listed in US role postings reflect the base salary only and do not include equity and benefits.

This role has an opportunity to make an immense impact on our growth, so if you are a take action individual we are excited to hear from you!

Ostro Applicant Privacy Notice:

https://docs.google.com/document/d/1MMB_7_gryN7fUeqGmXCuKZULDekM8dLs/edit

If interested in applying:

Email your resume to applyatostro@ostrohealth.com and make sure to mention the role you are applying for.