Senior / Staff Machine Learning Engineer

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Company: Zendesk

Location: Poland

Category: architecture-and-engineering

Job Description

Zendesk's people have one goal in mind: to make Customer Experience better. Our products help more than 125,000 global brands (AirBnb, Uber, JetBrains, Slack, among others) make their billions of customers happy, every day.

Our team is responsible for developing intelligent products that make agents more productive by automating manual work. From exploration and design to production deployment and maintenance. We are here to maximize agent productivity through tools and experiences that enable agents to easily accomplish their tasks so that they can provide better, faster customer support.

We are looking for a Staff Software Engineer to develop high-quality ML and AI products in collaboration with our ML Scientists and other ML engineers for our 145,000+ customers. The ideal candidate will have experience as a software engineer or MLOps engineer, a desire to work in ML/AI domain and a deep interest in developing complex systems and automating the simple ones.

What you'll be doing

- Write clean and maintainable code to support the team's delivery commitments

- Build software to move machine learning from experiment to production

- Work closely with ML Engineers, Data Science and Product teams to build ML-powered features and to increase ML adoption across Zendesk

Actively contribute to discussions about technical designs and standards

Investigate and resolve production issues

Champion initiatives to improve the scalability and robustness of our platforms

Design, prototype, and refine scalable infrastructure

Build really cool products with a great team

What you bring to the role

Basic Qualifications:

At least 6 years building scalable and stable software applications

Proficiency in at least one of our core languages: Python (preferably) or Java or Ruby

Experience with AWS infrastructure

Experience or knowledge of Docker and Kubernetes

A self-managed and dedicated approach with the ability to work independently.

Strong problem-solving capabilities as well as the flexibility (of working style) to deal with changing and conflicting priorities

Willingness to mentor junior team members, as well as to learn and improve

Interest or experience in Machine Learning technology is a plus

Tech Stack

Our code is written mostly in Python (some services use Java or Ruby)

Our servers live in AWS

Our data is stored in S3, RDS MySQL, Redis, ElasticSearch, and Aurora and streamed through Kafka

Our services are deployed to Kubernetes using Docker

Our machine learning models rely on PyTorch and Tensorflow

Our ML pipelines use AWS Batch and EMR

The Poland annualized base salary range for this position is zł361,000.00-zł541,000.00. Please note that while the salary range represents the minimum and maximum base salary rate for this position, the actual compensation offered will be based on job related capabilities, applicable experience, and other relevant factors. This position may also be eligible for bonus, benefits, or related incentives that will be communicated during the offer stage.

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