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Software Engineer II

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Company: LivePerson, Inc

Location: Poland

Category: computer-and-mathematical

Overview:

We are at the forefront of developing state-of-the-art Large Language Models (LLMs) for business. As a Software Engineer specialized in Large Language Models, you will be responsible for creating and maintaining robust systems that streamline the management of these models throughout their lifecycle. Your expertise will ensure the efficient fine-tuning of models, seamless model serving, and smooth integration into our core product.

You will:

Model Lifecycle Management : Design and implement systems to facilitate the end-to-end management of Large Language Models. This includes versioning, tracking changes, and ensuring proper documentation of model configurations and performance.

Model Fine-Tuning : Collaborate with NLP researchers and data scientists to implement fine-tuning pipelines that optimize model performance on specific tasks or domains. Enable efficient experimentation with different training data and hyperparameters.

Model Serving Infrastructure: Develop scalable and reliable infrastructure for serving LLMs in real-world applications. Ensure high availability, low latency, and effective resource allocation to handle production-level demands.

Application Integration : Design and build libraries and tools to help integrate LLMs into a variety of applications and services. Collaborate with application development teams to ensure smooth integration.

Continuous Integration and Deployment : Implement robust CI/CD pipelines for model deployment and updates. Automate testing and validation processes to maintain model accuracy and reliability in production environments.

Model Monitoring and Analytics : Develop monitoring solutions to track model performance, usage patterns, and potential issues. Utilize metrics and logs to identify opportunities for model improvement and optimize resource utilization.

Collaboration and Communication : Work closely with cross-functional teams, including NLP researchers, machine learning engineers, product managers, and DevOps, to align goals, exchange ideas, and deliver high-quality solutions.

Research and Innovation : Stay up-to-date with the latest advancements in NLP, model lifecycle management, and Large Language Models. Participate in research discussions and propose innovative approaches to improve model capabilities and management processes.

You have:

Bachelor's or Master's degree in Computer Science, Software Engineering, or a related field - MUST

3 years of software development industry experience - MUST

Strong programming skills in Java or Python - MUST

Experience with cloud platforms and containerization technologies (e.g., GCP, Docker, Kubernetes).

Excellent problem-solving skills and ability to thrive in a dynamic, fast-paced environment.

Strong communication and collaboration skills to work effectively in a team-oriented setting.

Required to participate in on- call rotations as needed.

Preferred qualifications:

Familiarity with frameworks like PyTorch, HuggingFace Transformers and DeepSpeed.
Experience with large-scale model training and optimization.

Solid understanding of NLP concepts and model architectures.

Contributions to open-source NLP or machine learning projects.

Prior experience with state-of-the-art Large Language Models, and their lifecycle management.

Benefits:

Health: medical, dental, and vision

Time away: vacation and holidays

Development: Generous tuition reimbursement and access to internal professional development resources

Equal opportunity employer

#LI-Remote

Why you'll love working here :

As leaders in enterprise customer conversations, we celebrate diversity, empowering our team to forge impactful conversations globally. LivePerson is a place where uniqueness is embraced, growth is constant, and everyone is empowered to create their own success. And, we're very proud to have earned recognition from Fast Company, Newsweek, and BuiltIn for being a top innovative, beloved, and remote-friendly workplace.

Belonging at LivePerson:

We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances. We also consider qualified applicants with criminal histories, consistent with applicable federal, state, and local law.

We are committed to the accessibility needs of applicants and employees. We provide reasonable accommodations to job applicants with physical or mental disabilities. Applicants with a disability who require reasonable accommodation for any part of the application or hiring process should inform their recruiting contact upon initial connection.

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