

Staff Machine Learning Engineer

Description

See yourself at Twilio

Join the team as Twilio's next Staff Machine Learning Engineer (remote, UK)

Who we are & why we're hiring

Twilio powers real-time business communications and data solutions that help [companies and developers worldwide](#) build better applications and customer experiences.

Although we're headquartered in San Francisco, we have presence throughout South America, Europe, Asia and Australia. We're on a journey to becoming a global company that actively opposes racism and all forms of oppression and bias. At Twilio, we support [diversity, equity & inclusion](#) wherever we do business.

About the job

This position is needed to design and engineer AI powered features on Twilio's Voice and Conversations Intelligence product as part of growing our investment in utilizing artificial intelligence to support communications. The role joins an established team of software and machine learning engineers based in the US and EMEA building these features.

As a Staff Machine Learning engineer, you'll be a pillar of our engineering team, playing a pivotal role in designing, building, and deploying the next generation of AI powered solutions as well as [MLOps](#) processes and tooling.

Responsibilities

In this role, you'll:

- Lead the design and development of machine learning solutions, ensuring accuracy, performance, security, and scalability.
- Partner with Product Managers, Tech Leads and other stakeholders to analyze business problems and design solutions.
- Design and implement tools and processes to evaluate accuracy and performance of models.
- Help to define ML strategy for the organization, leveraging state-of-the-art Machine Learning, Deep Learning and Gen AI to address the business problems.
- Work closely with software engineers to incorporate ML solutions into software and provide a quality product for customers.
- Drive high engineering standards on the team; mentor and provide technical guidance to junior and mid-level engineers, promoting best practices and coding standards.
- Ensure a high operational standard to meet Twilio's SLOs and Customers expectations.

Qualifications

Hiring organization

Candidate-1st

Employment Type

Full-time

Beginning of employment

asap

Job Location

Remote - United Kingdom

Working Hours

40

Base Salary

euro GBP 33K - 62K *

Date posted

June 6, 2024

Not all applicants will have skills that match a job description exactly. Twilio values diverse experiences in other industries, and we encourage everyone who meets the required qualifications to apply. While having “desired” qualifications make for a strong candidate, we encourage applicants with alternative experiences to also apply. If your career is just starting or hasn’t followed a traditional path, don’t let that stop you from considering Twilio. We are always looking for people who will bring something new to the table!

Required:

- Strong background in the foundations of machine learning and building blocks of modern deep learning.
- 5+ years of applied ML experience with a track record of building, shipping and maintaining machine learning models in production.
- Proficiency in Python (preferred) or similar OO language.
- Experience utilizing Large (or Small) Language Models within software systems.
- A passion for machine learning and a deep knowledge of the growing AI ecosystem.
- Familiarity with MLOps concepts related to maintaining models in production such as testing, versioning, model registry, retraining, and monitoring.
- Excellent written and verbal communication skills with the ability to articulate complex technical concepts to both technical and non-technical audiences.

Desired:

- Expertise in Natural Language Processing & Understanding.
- Understanding of Embeddings approaches
- Expertise in Automated Speech Recognition

Location

This role will be remote, and based in the UK.

Travel

We prioritize connection and opportunities to build relationships with our customers and each other. For this role, you may be required to travel occasionally to participate in project or team in-person meetings.

What We Offer

There are many benefits to working at Twilio, including, in addition to competitive pay, things like generous time-off, ample parental and wellness leave, healthcare, a retirement savings program, and much more. Offerings vary by location.

Twilio thinks big. Do you?

We like to solve problems, take initiative, pitch in when needed, and are always up for trying new things. That’s why we seek out colleagues who embody our values — something we call [Twilio Magic](#). Additionally, we empower employees to build [positive change in their communities](#) by supporting their volunteering and donation efforts.

So, if you’re ready to unleash your full potential, do your best work, and be the best version of yourself, apply now!

If this role isn't what you're looking for, [please consider other open positions](#).

Twilio is proud to be an equal opportunity employer. Twilio is proud to be an Equal Employment Opportunity and Affirmative Action employer. We do not discriminate based upon race, religion, color, national origin, sex (including pregnancy, childbirth, reproductive health decisions, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, genetic information, political views or activity, or other applicable legally protected characteristics. We also consider qualified applicants with criminal histories, consistent with applicable federal, state and local law. Additionally, Twilio participates in the E-Verify program in certain locations, as required by law.

Twilio is committed to providing reasonable accommodations for qualified individuals with disabilities and disabled veterans in our job application procedures. If you need assistance or an accommodation due to a disability, please contact us at accommodation@twilio.com.

How the process will look like

Your teammates will gather all requirements within our organization. Then, once priority has been discussed, you will decide as a team on the best solutions and architecture to meet these needs. In continuous increments and continuous communication between the team and stakeholders, you're part of making data play an even more important (and understood) part withing Brand New Day.

Job Benefits

GBP 33K – 62K *