Forward thinking
Straight talking

AI Support Engineer

Gateley /

POSITION:	AI Support Engineer
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

As a key member of our team, you will gain a deep understanding of the AI applications developed at Gateley. Your responsibilities will include ensuring comprehensive and accurate documentation, as well as providing robust technical support for the applications. This support encompasses software and Gen AI prompt troubleshooting, implementing small-scale application enhancements, and assisting end users in effectively operating the applications.

Key Responsibilities:

> Provide technical support for the Gen AI applications that have been developed by Gateley – and ensure that they have been appropriately documented.

> Assist with the implementation of the Gen AI applications that have been developed by Gateley.

> Make small improvements / changes to the Gen AI applications. The improvements might be to reflect functional enhancements, or a switch from one GPT model to another, or similar.

> Collaborate with Gateley's software engineering team, including participating in code reviews and contributing to the improvement of software development processes.

> Collaborate with cross-functional teams to identify opportunities to improve the Gateley business with AI-based applications, including improvements to current workflows.

> The above list is not exhaustive. Given the relatively small size of the AI team and continued rapid changes in the AI technology environment, it may be necessary for the role holder to engage in a wide variety of tasks.

The *team*

At Gateley Plc, our IT department is a dynamic and collaborative environment where innovation thrives. Over recent years, we have expanded our team to include over 60 professionals who are dedicated to driving technological excellence and delivering innovative solutions. Our diverse team is structured across several key areas: IT Service, Infrastructure, Architecture, Security, Change Management, Engineering, Innovation and Client Solutions.

Gateley has a small Gen AI team that currently comprises 4 full-time employees. The AI team has been moving ahead rapidly in developing a set of Gen AI applications that solve real business challenges. Our AI pipeline identifies many more applications that, in aggregate, will have a significant impact over the coming years. To help deliver that pipeline, we need to recruit someone to join the AI team to help provide technical support for the applications. That support is expected to include improvements to the applications. As the use of Gen AI within Gateley continues to grow, it is expected that there will be a variety of career development opportunities.

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Our IT department is not just about technology; it's about people. We value collaboration, continuous learning, and professional growth. Join us and be part of a team that is shaping the future of IT at Gateley Plc!

The *person*

Candidates will be able to demonstrate the following attributes:

Required:

- Fast learner who enjoys taking on new challenges.
- A degree in Computer Science, Software Engineering, or a related field.
- Familiarity with Gen AI, especially the GPT models.
- Development experience with Python.
- DB query tools (SQL Server or similar).
- Excellent problem-solving skills and the ability to work in a team environment.
- Good inter-personal skills and the ability to communicate effectively with people across the Gateley organisation.
- Ability to prioritise own workload and meet deadlines.
- Flexible and adaptable to change.
- A responsible and honest attitude.
- Good attention to detail.
- A strong 'Can do' attitude.

Desirable:

- Software engineering experience in a structured commercial environment.
- Experience of the Azure environment and tools and particularly Azure OpenAI.
- Experience of the Microsoft Power Automate platform.
- Support and development of AI applications.
- Technical knowledge of the Streamlit web framework.
- Experience with front end frameworks such as React/Angular.
- Development experience with .net

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and *well being*

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/ life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

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Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.

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