



Job Description

Full-Time AI Technician

Location: Wigan or Orlando Office

Hours: Full-time

Salary: Competitive, based on experience

About Fourteen IP

Fourteen IP is a global leader in providing AI and cloud telephony solutions to the hospitality industry. Trusted by world-renowned hotel brands including Marriott, Hilton, Hyatt, and Accor, we help properties enhance guest experience and streamline operations across more than 1,000 hotels worldwide.

As our company continues to grow, we are seeking to expand our AI function with the addition of a further AI Technician. This is an exciting opportunity for someone looking to take the next step on their career path and join a team that is motivated and committed to delivering outstanding service to our customers.

Role Overview

As Full-Time AI Technician you will work as part of the AI Support team responsible for the production, testing and support of AI based implementations such as EVA. In addition, the role also includes development of new 3rd party integrations or API's and assisting with the selection and onboarding of AI partners.

Key Duties & Responsibilities

- Assisting with new API and EVA development and testing, utilising both UI environment and Python programming interface.
- Assist with new API and EVA development implementation and review.
- Customer and supplier meetings
- Manage brokered services and recommend EVA efficiencies.
- System aftercare
- Configuration and testing of AI services
- Monitoring brokered services
- Monitoring EVA System logs and performance



- Upkeep of EVA documentation
 - Technical sign off of EVA projects
 - Troubleshooting
 - EVA call flow efficiency recommendations
 - Assistance to AI Project management and other Fourteen IP operational teams
 - Engagement with 3rd party vendors
 - 1st & 2nd line support
 - Provide weekly activity reports to the Head of AI
 - Out of hours on call assistance
 - Working towards the "Fourteen Way"
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Skills & Qualifications

- An analytical mind with excellent problem solving and troubleshooting skills.
 - Strong written and oral communication skills
 - Strong collaboration skills to work with various stakeholders.
 - Strong drive and work ethic
 - Excellent organisational skills
 - Dynamic and able to multi-task
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Key Performance Indicators

- Development of Key API's
 - Assistance with the introduction of new AI partners and suppliers
 - Active participation in think tank meetings for future idea and solutions
 - Completion of assigned project tasks within agreed timescales
 - Resolution of assigned customer support cases within defined SLA's
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How to Apply

Successfully candidates will be ambitious, customer -focused and passionate about delivering exceptional levels of customer service and innovation in a fast-paced environment.

Please send your CV and covering letter to helen.waterworth@14ip.com or visit www.14ip.com to learn more about our business.