AI Graduate Assistant

Position Summary
This position will work with the Graduate School Technical Support Team to support key admissions functions while developing a working knowledge of AI & ML application within higher education to support recruitment & other user interactions. The AI GA will also perform other related duties as assigned.

The position is a part-time 0.49 FTE, Graduate Administrative Assistant (GAA) position with Admissions in the Graduate School. Appointment term begins as soon as possible within the Winter 2024 through June 2024.

Duties and Responsibilities
● Work with the Graduate School technical team to develop, test and implement an open source chatbot.
● Gain experience in chatbot technologies, improve coding skills, and the ability to create efficient and user-friendly conversational interface.
● Gain expertise in information design, information architecture, and/or content strategy
● Collaborate with UX/UI designers to enhance chatbot user experience.
● Integrate chatbots with various platforms and backend systems.
● Continuously improve chatbot understanding and responses based on user feedback.
● Stay updated with the latest trends in conversational AI and machine learning.
● Optimize chatbot performance for speed and responsiveness.
● Address and rectify any issues or bugs in the chatbot’s functioning.

Professional Development
This position will offer a graduate student interested in a career in public service, administration, or higher education the opportunity to strengthen critical analytical skills through an apprenticeship within the Graduate School. The goal for this role is to develop and implement an open source chatbot to be deployed in the Graduate School website.

In addition, by the end of this assistantship, the GA will have developed a working knowledge of Information Systems deployed in the graduate school, including Slate, Banner, and other admissions systems, and feel confident in applying to future positions within aligned industries.

Opportunities for enhancing communication skills will be provided via participation in meetings, trainings, and written communications (email, Google chat, documentation, and queries/reports).

Minimum Requirements
● Admission to a graduate degree program at PSU
● Good academic standing, enrollment in at least 9 graduate credits each term (except summer)
● Familiarity with open source Chatbots and API, such as Botpress, Rasa, MS Bot Framework, etc.
● Knowledge of Natural Language Processing(NLP) and Machine Learning(ML) basics
● Experience collaborating with software engineers and other development team members
● Proven track record of designing and implementing chatbots for various platforms.
● Strong coding skills in languages such as Python, Node.js, Java, HTML, C++ or similar.
● Knowledge of API interfaces required to support conversational dialog
● Strong debugging and troubleshooting skills for real-time chatbot interactions.
● Must understand FERPA/confidentiality requirements and be willing and able to observe them
● Ability to multitask, prioritize, and work accurately with attention to detail
● Excellent visual, written, and verbal communication skills, including proven experience in articulating, negotiating, and refining design solutions with partners

Preferred Qualifications
● Prior experience implementing Chatbots
● Experience working with databases

Hours & Compensation
● Approximately 19.5 hours during the hours of 8 am to 5 pm, Monday through Friday
● $18.87/hour
● Tuition remission for 9 credits per term at base rate ($4,167) plus 100% of mandatory fees ($641); if hired before the end of Winter term, a 50% remission will be provided for Winter
● Weekly schedule and start date negotiable

Eligibility: Applicant must be enrolled as a full-time, degree-seeking graduate student in good academic standing as defined by the minimum University standards. Additionally, applicants must be making satisfactory academic progress towards a graduate degree as defined by GA’s academic unit, and be in compliance with any additional requirements published by the GA’s academic unit.

To Apply: Please email resume and cover letter to rafid.chowdhury@pdx.edu with “AI Graduate Assistant” as the subject line. Review of applications will begin immediately. Applications accepted until the position is filled. No phone calls please.

After applying, regularly check your PSU email address. If contacted for an interview, you will be expected to provide additional information about your availability and references for up to two people who can speak to your work experience.