

SaaS platforma – celovito upravljanje infrastrukture za polnjenje električnih vozil



OCEAN EV Charging Platforma, v lasti Ocean EV Charging d.o.o., je hitro rastoči IT produkt ter eden izmed vodilnih sistemov na področju e-mobilnosti v Evropi, ki ga uporabljajo največja podjetja in multinacionalke od največjih elektro-energetskih podjetij, naftnih družb, proizvajalcev vozil in drugih vodilnih podjetij na področju elektromobilnosti. Naše rešitve so prisotne v več kot 40 državah, od Grenlandije do Avstralije.

AI Agent Operations Specialist

Building the intelligent layer that will power the future of OCEAN

 Škofljica / Hybrid |  Global |  E-mobility |  AI Agents

At **OCEAN EV Charging Platform**, we are building a global SaaS system that manages charging infrastructure in more than 40 countries. Now, we are adding a new layer: **AI agents** that will automate processes, reduce team workload, and elevate efficiency to an entirely new level.

We are looking for someone who will become the **bridge between people and AI infrastructure**.

Someone who can step into a department, understand how they work, identify what can be automated, and make it happen.

This is **not a classic engineering role**.

This is a role for someone who understands **systems, people, and models**.

You will report directly to the leader responsible for our **AI agent framework**.

Your mission

1. Process discovery and classification

- You will “embed” yourself into different departments (operations, finance, support, HR ...).
- Understand their processes, pain points, and decision flows.
- Document processes, edge cases, and decision trees so that automations are grounded in real work.

2. AI agent implementation

- Configure automations within the existing AI agent framework.
- Design prompts, integrations, workflow logic, and human handoff points.
- Collaborate with the engineering team when deeper integrations are required.

3. Testing and evaluation

- Design structured test plans (failure modes, edge cases, regression).
- Build evaluation datasets and benchmarks.
- Plan and run A/B experiments across different LLM models (GPT, Claude, Gemini, open-source).

4. Monitoring and improvement

- Define success metrics (accuracy, throughput, error rate, time saved, adoption).
- Set up dashboards and monitor agents in production.
- Regularly communicate with departments and uncover new automation opportunities.

Who we're looking for

Ideally, a **mid-level profile (3–5 years of experience)**.

Someone experienced enough to make independent judgments, yet still hands-on and excited about implementation.

You should have:

- Strong systems and analytical thinking
- Excellent communication skills (able to work with non-technical teams)
- Practical experience with LLMs and AI tools (prompting, limitations, failure modes)
- Understanding of experimentation and A/B testing
- Basic scripting knowledge (Python / SQL)
- A methodical approach to testing and QA

Bonus points for:

- Experience with MLOps / LLMOps
- Familiarity with agent frameworks (LangChain, CrewAI, AutoGen ...)
- Experience with monitoring tools (Grafana, Datadog ...)
- Background in business analytics or process optimization

What we offer

- A role with real impact on how OCEAN uses AI.
- The opportunity to shape internal AI strategy from the front row.
- Work on a global SaaS product in a fast-growing industry.

- Hybrid work after the probation period.
- An ambitious, technically strong team open to experimentation.
- An environment where AI is not a buzzword, but future infrastructure. 🤖 ⚡

✉ Application

If you see yourself as someone who understands processes, designs experiments, and brings AI agents into production, send your CV (in English) with the subject line: **“OCEAN – AI Agent Operations Specialist”** to:

careers@oceanevcharging.com

🌐 More about us: www.oceanevcharging.com

Ocean EV Charging Platform – OCPP Control, Billing & Smart Charging

Ocean EV Charging Platform gives you control. Connect any OCPP charger and manage billing, smart charging, and roaming from one hardware-agnostic solution.