



AI Engineer

Specifics

Reporting to

Data & Architecture Practice Lead

Practice/ Team

Data & Architecture Practice

Business Service

Digital & Product

Date

April 2025



Welcome

We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.

Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.

The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.

Responsibilities

- Design, build, and maintain scalable AI systems. This includes evaluation and application of commodity services as well as developing more bespoke solutions.
- Develop and manage AI pipelines, including feature engineering, automated quality and integrity checks using AIOps practices.
- Ensure high availability, performance, observability, privacy, and security of AI platforms.
- Support the transition to modern AI-supported approaches, ensuring data is accessible and trusted.
- Keep up with the latest AI advancements and contribute to evolving Retail AI principles, patterns, and standards.
- Collaborate with cross-functional teams and enterprise ICT to integrate AI solutions effectively.

Role Purpose

As an AI Engineer, you will design, build, and maintain AI systems that drive business and customer value. This role involves engineering resilient and performant AI solutions, including agentic AI, RAG-based systems, recommendation engines, and predictive algorithms.

You will also be responsible for ongoing automated evaluation and understanding the data context to ensure the AI systems are effective and reliable.

This position collaborates with various teams to create data and AI products and experiences, contributing to the overall goal of making energy cleaner and cheaper for Aotearoa/NZ.

Please read this description together with Squad Member/Practice Member role profile.

Skills and Experience

- Proven experience in designing and maintaining scalable AI systems, including both RAG-based systems and traditional ML algorithms.
- Strong knowledge of relevant technologies, including Azure services and Databricks.
- Proficient in programming languages such as Python, PySpark, SQL, and AI frameworks (e.g., TensorFlow, Langchain), and ideally Terraform experience.
- Solid experience in developing and managing AI or ML pipelines, with a focus on automated evaluation and continuous improvement.
- Strong problem-solving and collaboration skills, with the ability to work across teams to drive AI-enabled business outcomes.





Squad Member / Practice Member

As a Squad Member, I am

- A team-player, responsible for delivering items on the backlog and for the delivery of the squad overall
- Curious and innovative and passionate about customer experience and value
- Empowered to be autonomous within clearly defined guardrails
- Adaptable and flexible to changes in priorities

And, I am not

- Building a hierarchy within the squad based on craft
- Deciding on prioritised backlogs
- Rejecting proposed solutions without offering alternatives
- Avoiding giving feedback
- Limiting my responsibilities to personal tasks only

Role Purpose

A team player and specialist in your craft, jointly responsible for the delivery of your squad's purpose and goals aligned to the objectives of the Value Stream.

You are also a member of a Practice, Hub or Enabling team in your field of expertise (craft) where you'll hone your skills through regular Practice-time.

Structure

In the Value Streams people are organised into fully-dedicated, cross-functional squads, where we can collaborate, iterate and innovate faster and are empowered to make the decisions that will deliver on our purpose.

There are multiple squads within our Home and Business Value Streams.

Skills and Mindsets

Individual skills

- Passionate about your craft, delivering at the top of your game and learning everyday
- Strong communication and collaboration skills, able to challenge respectfully
- Effective stakeholder engagement

Mindset

- Open to new ideas and valuing every voice, with a desire to develop ideas together in a collaborative way
- Ability to create an atmosphere of trust, inclusion, curiosity and continuous learning
- Willing to learn and work outside of your area of expertise where required

Key Responsibilities

Set your compass on customers

- Responsible for the achievement of squad goals and the delivery of quality outputs
- Build to learn with a 'small, simple, now' approach, gathering real time feedback from customers and stakeholders to enhance products and solve problems
- Develop working products that meet the 'definition of done'
- Collaborate with Value Owners and your squad to resolve impediments
- Participate in squad and Practice events and assist in defining work practices, standards and frameworks that enable quality outputs

Teamwork - Make people awesome

- Foster a growth mindset, encouraging your squad-mates to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn
- Muck-in to assist the squad in whatever way is required
- Share learnings and support the upskilling of others
- Support in establishing standards

