



# Field Asset Management Technician

## Specifics

### Reporting to

Asset Deployment & Operations Lead

### Practice/ Team

Asset Deployment & Operations

### Business Service

Retail Strategy & Commercial

### Date

July 2026

## 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'.

## Role Purpose

The Field Asset Management Technician plays a critical role in maintaining and improving the performance, reliability, and availability of Meridian's EV charging infrastructure.

This is a hybrid role combining hands-on field service (approximately 50%) with office-based asset management and support. The position supports the transition of Meridian's EV charging network from convenience retail infrastructure to critical national infrastructure, ensuring high availability, rapid response to faults, and a strong customer experience.

The role acts as a key link between field operations, remote asset management, and customer support, providing both technical expertise on the ground and system-based support from the Christchurch office

## Responsibilities

### Field Service & Maintenance (≈50%)

- Perform fault diagnosis, repair, & maintenance of EV charging infrastructure across the South Island
- Undertake planned preventative maintenance (PPM) to improve reliability & reduce downtime
- Travel regularly, including overnight trips and multi-day (3–4 day) service runs
- Support commissioning, upgrades, & remediation works as required

### Asset Management & Remote Support (≈50%)

- Monitor charger performance using CPMS and asset monitoring tools
- Conduct remote troubleshooting & coordinate field responses
- Support asset performance analysis, reporting, and continuous improvement initiatives
- Maintain accurate records of maintenance activities, faults, & resolutions
- Assist in developing and refining maintenance strategies & standards

### Technical Support & Network Reliability

- Provide after-hours technical support on a rostered basis for escalations from the call centre
- Act as a senior technical resource for complex fault resolution, & support internal teams with advice & issue triage
- Drive high uptime and availability across the EV charging network
- Identify systemic issues & support long-term fixes & improvements, as the network evolves toward critical infrastructure standards

### Health, Safety & Compliance

- Ensure all work is completed in line with electrical, health & safety, and company standards
- Promote a strong safety culture across all field & operational activities

## Skills and Experience

- Registered Electrician in New Zealand (Electrical Inspector advantageous)
- Strong hands-on electrical fault-finding and diagnostic capability
- Experience working with distributed assets or infrastructure (EV charging highly desirable)
- Familiarity with CPMS platforms, monitoring systems, or similar digital tools
- Comfortable working with systems, data, and asset management tools
- Ability to interpret performance data and identify trends or issues
- Strong documentation and reporting capability
- Highly self-sufficient and able to work independently in the field
- Strong problem-solving mindset with persistence to see issues through to resolution
- Good communication skills – able to engage with both technical and non-technical stakeholders
- Flexible and adaptable, with willingness to travel and work outside standard hours



# Enabling Team Member

## As a member of an Enabling Team, I am

- A subject matter expert within my area of expertise with a deep understanding of my functional area/craft
- Focused on supporting and empowering Squads, Value Streams and other Enabling teams with specialist advice and support
- Curious and innovative and passionate about customer experience and value

## And, I am not

- A solitary specialist working independently without engaging with other teams or the wider business context.

## Role Purpose

Provide critical enabling capabilities to make Squads and other teams more efficient, faster and independent

Support Value Streams and Business Services by providing specialist advice, knowledge, and skills development

## Structure

Enabling Teams deliver work which allows other areas of the business to deliver on their goals, objectives and KPIs.

Enabling Teams will also have their own goals, KPIs and quarterly plans.

Enabling team members may be allocated to a squad to help provide specific inputs or services

## Skills and Mindsets

### Subject Matter Expertise

- Deep understanding of the specific functional area or craft
- Ability to translate complex technical concepts into practical solutions

### Individual skills

- Excellent communication and collaboration abilities
- Adaptability and problem-solving skills in dynamic environments

### Mindset

- Growth-oriented, with a focus on continuous improvement and learning
- Empowering and supportive, fostering independence and efficiency in teams
- Customer-centric, with a commitment to delivering value and aligning with business goals
- Thought leadership mindset, staying ahead of trends and driving innovation within the area of expertise.

## Key Responsibilities

### Deliver quality outputs

- Adhere to frameworks and guidelines to deliver with consistency and to set standards
- Maintain toolkits and frameworks for the business to use
- Challenge to continuously improve the quality and speed of output delivery
- Support achievement of enabling team goals and KPIs

### Teamwork

- Foster a growth mindset, encouraging your team-mates to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn
- Be a valuable & contributing member of relevant teams
- Support teams to build knowledge and capabilities to become independent and empowered

