

POSITION TITLE:	AI Engineer – Fixed Term AI Enablement Programme
LOCATION:	Tauranga
PEOPLE LEADER:	Head of Digital Architecture & Strategy
TEAM:	Digital Business

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The purpose of this position is to design, build, and deploy AI Agents as a key member of the AI Enablement Programme. Working from process designs and use cases provided by the AI Designers, the AI Engineer will use Microsoft's Semantic Kernel framework to create intelligent agents and Microsoft Power Automate to orchestrate automations. This role is central to translating business-validated AI opportunities into production-ready solutions that deliver measurable value across CIP.

Reporting to the Head of Digital Architecture & Strategy, this role will work closely with AI Designers, Subject Matter Experts, and the wider technology team. The AI Engineer will be responsible for the full technical lifecycle of AI Agents – from prototype development through testing, iteration, and production deployment.

WHAT I DO

AI Agent Design & Development

- Receive validated use cases and process designs from the AI Designers and translate them into technical specifications for AI Agent development.
- Design and build AI Agents using Microsoft's Semantic Kernel framework, leveraging plugins, planners, and memory to deliver the required business functionality.
- Develop AI Agent architectures that are modular, maintainable, and aligned with CIP's technical standards and security requirements.
- Implement prompt engineering strategies, retrieval-augmented generation (RAG) patterns, and function-calling capabilities to ensure agents perform accurately and reliably.
- Integrate AI Agents with Azure OpenAI and other Azure AI Services as required for natural language processing, document understanding, and decision support.

Automation & Integration

- Build and configure Microsoft Power Automate flows to trigger AI Agent actions, connect to business systems, and orchestrate end-to-end automated workflows.

- Integrate AI Agents with CIP's existing systems and data sources via RESTful APIs, webhooks, connectors, and event-driven patterns.
- Ensure robust error handling, logging, and monitoring across all automated workflows and agent interactions.
- Work with the technology team to ensure AI solutions comply with CIP's infrastructure, security, and data governance policies.

Prototyping & Iteration

- Develop rapid prototypes of AI Agents to validate feasibility and demonstrate capabilities to the AI Designers and project stakeholders.
- Iterate on prototypes based on feedback from AI Designers, SMEs, and testing outcomes, progressively refining agents toward production readiness.
- Maintain clear version control and documentation of all agent configurations, code, and prompt templates.

Testing & Quality Assurance

- Support the AI Designers in testing AI Agent prototypes by providing technical troubleshooting, diagnostics, and resolution of defects.
- Develop automated tests and validation scripts to ensure AI Agents produce consistent, accurate outputs across a range of scenarios.
- Conduct performance and load testing to ensure AI Agents operate within acceptable response times and resource constraints.
- Participate in demonstrations to the Head of Digital Architecture & Strategy and the AI Agent Sub-Committee, providing technical commentary and responding to questions.

Production Deployment & Support

- Prepare AI Agents for production deployment, including configuration management, environment setup, and release documentation.
- Implement CI/CD pipelines for AI Agent builds, testing, and deployment using Azure DevOps or equivalent tooling.
- Provide technical support during the transition to business-as-usual, including handover documentation and knowledge transfer to operational support teams.
- Monitor deployed AI Agents in production, addressing performance issues, errors, or required adjustments as they arise.

STRATEGY

- Provide technical input to the AI Enablement Programme roadmap, advising on feasibility, technical dependencies, and emerging capabilities within the Microsoft AI ecosystem.

- Stay current with developments in Semantic Kernel, Azure AI Services, Power Platform, and the broader AI Agent landscape, evaluating new features for adoption.
- Contribute to the development of CIP's AI engineering standards, patterns, and reusable components to accelerate future agent development.
- Identify opportunities to leverage Python-based frameworks (e.g., LangChain) where they offer advantages for specific use cases or integration requirements.

LEADERSHIP

- Foster strong collaborative relationships with AI Designers, SMEs, and the Business Change Management Group to ensure seamless delivery.
- Share technical knowledge and best practices with the wider technology team, contributing to CIP's growing AI capability.
- Support a culture of innovation and continuous improvement within the AI Enablement Programme.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification or disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/nzx-rules-guidance/participant-guidance>

CIP policies can be found on the Staff Intranet

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and our clients.

WHAT I BRING

Qualification/s

- A relevant tertiary qualification in computer science, software engineering, information technology, or a related discipline
- Microsoft certifications in Azure AI services, Power Platform, or .NET development are highly desirable
- AI or machine learning certifications (e.g., Azure AI Engineer Associate, AI-900, AI-102) are an advantage

Experience & Knowledge

- 2–4 years' experience in software development with a focus on C# / .NET
- Hands-on experience with Microsoft Semantic Kernel or comparable AI Agent orchestration frameworks (e.g., Lang Chain, AutoGen)
- Experience building and configuring workflows in Microsoft Power Automate or similar automation platforms
- Working knowledge of Azure AI Services including Azure OpenAI, Cognitive Services, and Azure Functions
- Experience integrating RESTful APIs, webhooks, and event-driven architectures
- Familiarity with prompt engineering, retrieval-augmented generation (RAG), and AI Agent design patterns
- Experience with source control (Git), CI/CD pipelines, and DevOps practices
- Exposure to Python for AI/ML prototyping and scripting is desirable
- Experience working within an Agile or iterative delivery methodology
- Knowledge of the financial services or wealth tech industry is an advantage

Key Skills & Attributes

- Strong problem-solving skills with the ability to translate business process designs into working AI Agent solutions
- Excellent communication skills – able to explain technical concepts to non-technical stakeholders and collaborate effectively with AI Designers and SMEs
- Self-motivated and comfortable working in an emerging technology space where requirements may evolve
- Detail-oriented with a commitment to code quality, testing, and documentation
- Collaborative team player who can partner closely with AI Designers, business change teams, and external vendors
- Ability to work iteratively through rapid prototyping cycles, incorporating feedback from testing and demonstrations
- Strong troubleshooting and debugging skills across distributed systems and AI services
- Proactive learner who stays current with AI developments, particularly in the Microsoft AI ecosystem
- Acting with honesty, integrity, and transparency in line with CIP values