

Role Description

Role Details	
Title	Customer Experience AI Specialist
Manager Title	Technology Operations Manager and CISO
Directorate and Group	Information Systems and Services (ISS), Organisation Support
Band	F
Date	February 2026
Approved By	Chief Information Officer, Information Systems and Services

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation *Te Papa Atawhai* (DOC) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

Role purpose

The purpose of this role is design and implement automated workflows, intelligent routing, conversational AI interfaces, and self-service features for the continuous improvement of AWS Connect and its AI-powered capabilities.

The AI Specialist will lead best practices for conversational AI design and ensure all initiatives deliver measurable improvements in service quality, response times, and user satisfaction.

Key working relationships

Internal	External
Team Lead Helpdesk	AI/ML technology vendors and platforms
Helpdesk	Cloud AI/ML service providers
Technology Operations (CPS and Net Sec)	Conservation AI/ML specialist networks
Business Analysts	Government AI/ML centres of excellence
Senior Leadership Team	AWS
All DOC Staff (end users)	

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Accountabilities

Accountability	This includes....
Contact Centre architecture AI, and automation	<p>Lead the design, implementation, and ongoing optimisation of contact flows, routing profiles, queues, IVR systems, and omnichannel capabilities to provide seamless service experiences across voice, chat, and digital channels for DOC's internal and external stakeholders</p> <p>Architect and deploy conversational AI solutions using Amazon Lex to create intelligent virtual agents and chatbots that autonomously resolve common queries, provide 24/7 self-service support, seamlessly escalate complex issues with full context, reduce wait times, and improve service accessibility</p> <p>Implement intelligent automation capabilities including AWS Lambda integrations, automated workflows, dynamic content delivery, and API integrations with DOC's enterprise systems</p> <p>Maintain AWS Connect infrastructure including instance configuration, security settings, user management, telephony integration, and disaster</p>

Accountability	This includes...
	recovery capabilities while ensuring compliance with government security standards, privacy legislation, and DOC's data governance policies.
Analytics, insights, and AI performance	<p>Develop comprehensive analytics dashboards and reporting frameworks using AWS Connects native analytics, Amazon Quick Sight, and other visualisation tools to track key performance indicators, identify service trends, measure AI effectiveness, and provide actionable insights for continuous improvement</p> <p>Establish responsible AI practices for contact centre applications including conversation privacy protection, bias monitoring in automated systems, transparent AI decision-making, accessibility compliance, and ethical guardrails that ensure AI augments rather than diminishes human-centred service delivery</p>
Human-centred design, change, and collaboration	<p>Collaborate with helpdesk teams and end users to gather requirements, understand pain points, validate solutions, and ensure AI implementations meet practical operational needs while providing training, documentation, and change management support for new features and capabilities.</p> <p>Work collaboratively with helpdesk managers, IT and relationship service management, digital services teams, and management business stakeholders across DOC.</p> <p>Build and maintain strong relationships with AWS account teams, solution architects, and contact centre technology partners.</p> <p>Engage with government digital communities and contact centre AI networks to share learnings and adopt best practices.</p> <p>Deliver contact centre AI projects aligned with strategic objectives and the helpdesk transformation roadmap.</p> <p>Identify opportunities for automation and AI enhancement through data analysis and user feedback.</p> <p>Manage AWS Connect configuration, integrations, and AI models with rigorous testing and quality assurance.</p> <p>Champion user-centred design and continuous improvement in contact centre AI solutions.</p>
Innovation, research, and technical leadership	<p>Research and prototype innovative contact centre AI applications including voice biometrics, multilingual support, proactive outreach capabilities, and integration with emerging AWS AI services that could enhance DOC's service delivery and operational efficiency</p> <p>Provide technical expertise in AWS Connect leadership, architecture, and contact centre AI strategy</p> <p>Champion adoption of new AWS Connect features and AI capabilities as they become available</p> <p>Lead technical design decisions for contact centre automation and AI solutions.</p>

Accountability	This includes...
	<p>Share knowledge and build capability in contact centre AI across technical and operational teams</p> <p>Drive innovation in public sector contact centre AI applications and contribute to government digital service best practices</p>

Capability

Capabilities Required	
Specialist skills, knowledge, and qualifications	<p>AWS Connect expertise</p> <p>Proven experience designing, implementing, and managing AWS Connect contact centre solutions including contact flows, routing strategies, IVR systems, and omnichannel capabilities</p> <p>Demonstrated success delivering automated and AI-enhanced contact centre projects that improve service delivery and operational efficiency</p> <p>Conversational AI and chatbot development</p> <p>Strong knowledge of Amazon Lex, natural language understanding, dialogue design, and conversational AI best practices</p> <p>Experience building intelligent virtual agents that provide effective self-service experiences and integrate seamlessly with human-assisted service channels</p> <p>AWS cloud services integration</p> <p>Understanding of AWS Lambda, API Gateway, DynamoDB, S3, and other AWS services used to extend AWS Connect functionality</p> <p>Experience developing serverless integrations, automated workflows, and custom applications that enhance contact centre capabilities</p> <p>Contact centre analytics and optimisation</p> <p>Familiarity with AWS Contact Lens, contact centre metrics, quality management, and performance analytics</p> <p>Ability to translate data insights into actionable improvements that enhance service quality, agent productivity, and customer satisfaction</p>
Technical leadership and innovation	<p>Demonstrates exceptional technical leadership and innovation in AI/ML development.</p> <p>Provides strategic direction for complex AI initiatives and influences technical architecture decisions.</p> <p>Creates high-performance AI/ML development cultures and supports professional development of technical teams.</p> <p>Champions adoption of emerging technologies and drives innovation in conservation AI applications.</p>
Collaboration, relationship building,	<p>Interacts effectively with helpdesk and end users, technical leaders, and executive stakeholders.</p>

Capabilities Required	
communication and interpersonal skills	<p>Able to communicate complex AI/ML concepts to diverse audiences including scientific communities, technical teams, and senior management.</p> <p>Builds strategic partnerships with research institutions and technology partners.</p> <p>Demonstrates thought leadership in AI/ML and conservation technology.</p>
Organisation contribution	<p>Provides strategic input to AI/ML strategy and technology direction.</p> <p>Champions innovation and research excellence in conservation AI applications.</p> <p>Ensures the relevant AI capabilities are bought to bear at DOC to better the end user experience</p> <p>Represents DOC as a thought leader in conservation AI/ML communities and drives organisational capability development in advanced AI technologies.</p>
Delivering results	<p>Plans and executes complex AI/ML research and development programmes to deliver breakthrough conservation capabilities.</p> <p>Demonstrates accountability for AI/ML innovation outcomes and drives continuous advancement in conservation AI applications.</p> <p>Contributes to organisational research and development objectives.</p>
Treaty Partnership	<p>Understands where the Māori Crown relationship is important to DOC.</p> <p>Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha.</p> <p>Knows to seek advice or support when required.</p>

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).