Technology Remuneration Report
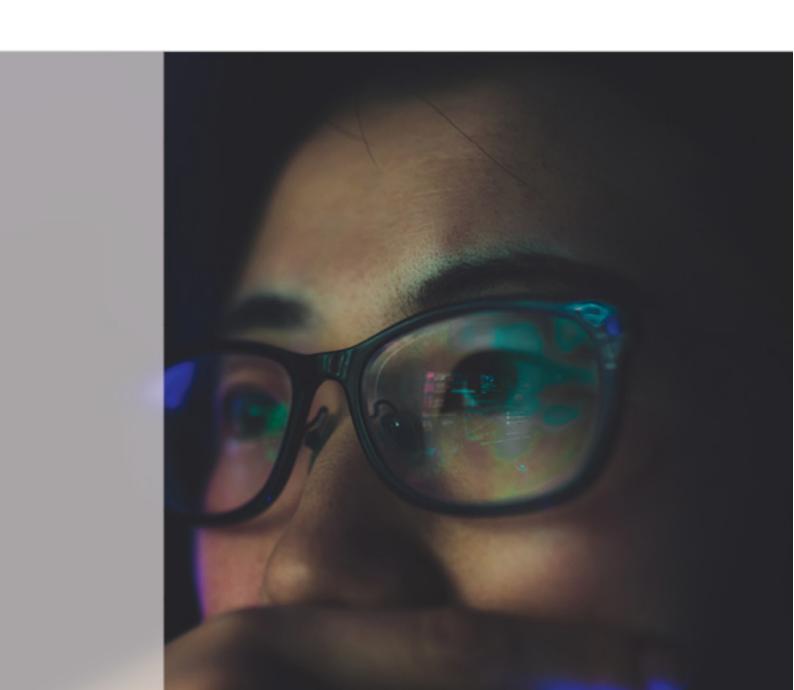
New Zealand

Positions surveyed | March 2023

Positions surveyed

Job family: Customer Support/Service

Management

22020	Corporate Customer Support/Operations Manager
24005	Regional Customer Service Manager
24010	Branch/Region Customer Service Manager
12005	Customer Support/Service Manager
24020	Call/Response Centre Manager
24025	*Call/Response/Technical Support Centre Manager - Technical Role**

Complaints & Dispute Resolution

58010	*Complaints & Disputes Resolution Officer**

Contact Centre Customer Service

12006	*Customer Service Team Leader**
12010	Senior Customer Service Representative
12015	Customer Service Representative

Contact Centre Operations

49010	Contact Centre Manager
50010	Senior Contact Centre Representative
50015	Contact Centre Representative
54015	Workforce Analyst

Customer Training

24030	Customer Education Manager
24035	Senior Customer Training Officer
24040	Customer Training Officer

Technical Support Centre

24125	Technical Support Centre Manager
12020	Technical Support Centre Team Leader
24135	Principal Technical Analyst - Specialised Support
24140	Senior Technical Analyst - Specialised Support
24145	Technical Analyst - Specialised Support
24150	Junior Technical Analyst - Specialised Support
24155	Senior Operational Analyst - Basic Support
24160	Operational Analyst - Basic Support

24165	*Senior Support Analyst - Network**
24170	*Support Analyst - Network**
24175	*Senior Call Dispatch Operator**
24180	*Call Dispatch Operator**

Post Sales Account Management

24115	Senior Account Manager - Customer Service
24120	Account Manager - Customer Service

Pre and Post Sales: Dedicated Mainframe System

24075	*Senior Customer Engineer - Mainframe**
24080	*Customer Engineer - Mainframe**
24085	*Senior Technical Support Engineer - Mainframe**
24090	*Technical Support Engineer - Mainframe**
24095	*Hardware Support Specialist**

Pre and Post Sales: UNIX, NT Server/Desktop, Mac

24045	Principal Support Engineer - Client User Server
24050	Senior Support Engineer - Client User Server
24055	Advanced Support Engineer - Client User Server
24060	Support Engineer - Client User Server
24065	Junior Support Engineer - Client User Server
24070	*Trainee Support Engineer - Client User Server**

Repair Centre

24100	Senior Repair Centre Engineer
24105	Repair Centre Engineer
24110	*Senior Integration Centre/ Configuration Specialist**

Business Equipment Support

24195	*Area/Field Service Supervisor - Business Equipment**
24200	Senior Customer Service Engineer - Business Equipment

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24205	Customer Service Engineer - Business Equipment
	Internet Protocols (IP)
24185	*IP Network Technical Specialist**
24190	*IP Network Engineer**

Job family: Finance

	Billing
25003	Billing Manager
25005	Billing Analyst
25010	*Billing Team Leader**
25014	Senior Billing Officer
25015	Billing Officer
	Contracts
25020	*Commercial Specialist/Business Assurance Analyst**
25025	*Senior Contracts Administration Manager**
25030	*Contracts Administration Manager**
25035	*Contracts Administrator**

Job family: Graduates

	Graduates
20005	Graduate - Non-Technical Degree
20015	Graduate - Technical Degree

Job family: Infrastructure Support & Engineering

	IT Operations Management
33005	IT Operations Manager
	Hardware
28045	Principal Hardware Design Engineer
28050	Senior Hardware Design Engineer
28055	Hardware Design Engineer
28060	Junior Hardware Design Engineer
20021	*Graduate Hardware Engineer**
	Infrastructure Design/Architecture
31020	Principal IT Architect
33010	Senior Infrastructure Architect
33015	Infrastructure Architect
33020	System Design Engineer
33017	Integration Architect
33028	Senior Security Architect

33018	Security Architect
33009	Senior Enterprise Architect
33019	Enterprise Architect
	Network Engineering
33025	Network Engineering Manager
33030	Senior Network Engineer
33035	Network Engineer
33040	*Trainee Network Engineer**
	Systems Administration
18209	Team Leader - Systems Administrator/Applications Support
18210	Senior Systems Administrator
18215	Systems Administrator
18220	Systems Administration Analyst
	Systems Engineering
24295	*Systems Engineering Manager**
24300	Senior Systems Engineer - Mainframe
24305	Systems Engineer - Mainframe
24310	Junior Systems Engineer - Mainframe
	Systems Programming
18115	Systems Programming Manager
18120	Technical Consultant
18125	Technical Specialist - Systems Programming (Mainframe)
18130	Senior Systems Programmer
18135	Systems Programmer
18140	Junior Systems Developer
	Voice Communications
33045	Voice Communications Engineer
33050	Voice Communications Analyst

Job family: Technology Development

	Applications Development
18068	Applications Development Manager
18067	Principal Developer
18069	Applications Development Team Leader
18070	Senior Developer
18075	Developer
18085	Associate Developer
18090	Junior Developer

Automation and Machine Learning

70055	*Principal Machine Learning Engineer**
70045	*Senior Machine Learning Engineer**
70035	*Machine Learning Engineer**
70145	*Senior Robotic Process Automation Engineer**
70135	Robotic Process Automation Engineer

Database Administration

32100	Database Manager
32104	*Team Leader - Database Administrator**
32105	Senior Database Administrator
32110	Database Administrator
32115	*Trainee Database Administrator**

Database Engineering

32121	Senior Database Engineer
32120	Database Engineer

Datawarehousing/Business Intelligence

31990	Senior Data Engineer
32000	Data Engineer
32050	Data Warehousing/BI Manager
32055	Data Warehousing/BI Senior Consultant
32060	Data Warehousing/BI Consultant
36045	Principal Data Scientist
32002	Senior Data Scientist
32001	Data Scientist
32063	Senior Data Analyst
32065	Data Analyst

DevOps

32200	Principal DevOps Engineer
32205	Senior DevOps Engineer
32210	DevOps Engineer

Digital / Online

13184	*SEO/SEM Manager**
13185	Senior SEO/SEM Specialist
13190	SEO/SEM Specialist
18320	Senior Graphic/Visual Designer
18325	Graphic/Visual Designer
18330	Website Administrator

Firmware / Embedded Engineering

19045	*Principal Firmware / Embedded Engineer **
19050	*Senior Firmware / Embedded Engineer**
19055	*Firmware / Embedded Engineer**
19060	*Junior Firmware / Embedded Engineer**

Mobile Apps

32315	Senior Mobile Application Developer
32320	*Mobile Application Developer**
32325	*Junior Mobile Application Developer**

Software Engineering

18285	Principal Design Engineer
18290	Senior Design Engineer
18295	Design Engineer
18300	Junior Design Engineer
18301	Graduate Software Design Engineer

Systems Analysis

18055	Technical Consultant - Applications Development
18060	Senior Systems Analyst/Architect
18065	Systems Analyst

Technical Writing

32041	Documentation Manager
32040	Senior Technical Writer
32045	Technical Writer

Test Analysis

18099	Head of Testing
18095	Senior Test Manager
18100	Test Manager
18113	Senior Automation Test Analyst
18114	Automation Test Analyst
18105	Senior Test Analyst
18110	Test Analyst
18111	Junior Test Analyst

User Experience

32170	*Senior UI/UX Manager**
32175	UI/UX Manager
32180	Senior UI/UX Designer
32185	UI/UX Designer
18355	*Senior UI/UX Engineer**
18360	UI/UX Engineer

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Job family: Project Management

	Business Analysis
18265	Business Analysis Manager
18270	Senior Business Analyst
18275	Business Analyst
18280	Junior Business Analyst
	Change Control
36010	Change Control and Release Manager
36013	Senior Change Control/Release Administrator
36015	Change Control/Release Administrator
	Project Management
18015	Project Director/Program Manager
18020	IT Project Manager (Large)
18025	IT Project Manager (Medium)
18030	IT Project Team Leader
	Project Office
18035	Project Office Manager
18041	Senior Project Office Administrator/Coordinator
18040	Project Office Administrator/Coordinator
	Scrum Master
18404	Tribe Lead/Agile Development Manager
18403	Agile Coach
18405	Senior Scrum Master
18410	Scrum Master
18450	Product Owner

Job family: IT Senior Management

	General Management
10090	Chief Information Officer
32900	Chief Data Officer
10110	Chief Technology Officer
33065	Chief Information Security Officer (CISO)
31005	General Manager - Applications Services
31010	General Manager - IT Services/Infrastructure
31015	General Manager - Architectural Services

18005	IT General Manager (Business Unit/Region)
18010	Management Information Systems Manager

Job family: IT Support

	Advanced Helpdesk Support
18175	Advanced Helpdesk Specialist - Specialised Support
	Desktop Support
18150	Desktop Support Manager
18155	Desktop Support Team Leader
18160	Senior Desktop Support Analyst
18165	Desktop Support Analyst
18170	Trainee Desktop Support Analyst
	Helpdesk
18180	Helpdesk Manager
18185	Helpdesk Team Leader
18190	Senior Helpdesk Support
18195	Helpdesk Support
	IT Training
34005	*IT Training Manager**
34010	*IT Training Officer**
	Management
18145	IT Support Manager
	Quality Assurance
34015	Quality Assurance Manager
34020	Senior Quality Assurance Analyst
34025	Quality Assurance Analyst
	Computer Operations Support
18255	Senior Operations Support Analyst
18260	Operations Support Analyst
	Data Centre
18225	Data Centre Manager
18230	Shift Manager
18235	*Shift Team Leader**
18240	Senior Data Centre Operator
18245	Data Centre Operator
18250	*Junior Data Centre Operator**

Job family: Product

	Market Insights & Analytics
20515	*Customer Insights Manager**

20514	*Senior Customer Insights Analyst**	74010	*Senior Research Engineer**
20513	*Customer Insights Analyst**	74005	*Research Engineer**
			Research Scientists
13060	Marketing Manager - Market Intelligence/Research	19015	*Head of Section - Research & Development**
13065	Marketing Officer - Market Intelligence/Research	19020	*Principal Scientist - Research & Development**
	Product Management	19025	*Senior Scientist - Research & Development**
13515	Functional Lead - Product Management	19030	*Scientist - Research & Development**
64135	Senior Product Manager		

Job family: Risk and Security

	IT Security Management
85016	Information Security Director
	Digital Forensics
33200	*Digital Forensics Manager**
33205	*Digital Forensics Lead Specialist**
33210	*Senior Digital Forensics Specialist**
33213	*Digital Forensics Specialist**
33215	*Junior Digital Forensics Specialist**
	E/Discovery & Incident Response
33099	*Disaster Recovery Manager**
33100	Disaster Recovery Specialist
33339	*Incident Response Manager**
33340	*Incident Response/Problem Management Team Leader**
33344	Senior Incident Response/Problem Management Consultant
33345	Incident Response/Problem Management Consultant
	Information Security Governance, Risk & Compliance (GRC)
10120	Chief Risk Officer
36024	Head of Risk
36025	IT Risk Manager
36030	Senior IT Risk Analyst
36035	IT Risk Analyst
	IT Identity & Access Management
33091	*Identity & Access Manager**
33092	*Identity & Access Management Team Leader**
33093	Senior IT Security - Administrator
33095	IT Security - Administrator

Left column continued:

64035	Product Manager
13530	Associate Product Manager

Job family: Professional Services

	IT Incident / Problem Management
35015	*Team Leader - Incident/ Problem Management**
35020	*Incident/Problem Consultant**
	IT Relationship/Account Management
35005	*Senior IT Relationship/Account Manager**
35010	*IT Relationship/Account Manager**
35025	Relationship Manager
	Supplier / Contracts Management
35030	*IT Commercial Manager**
35035	*Senior Commercial Analyst**
35040	*Commercial Analyst**
	Management
26010	Project Manager (Large Projects)
26015	Project Manager (Mid Range Projects)
26020	Project Manager (Small Projects)
	Outsourcing
18013	*General Manager - IT Outsourcing**
26060	*Client Services Manager (Large)**
26065	Client Services Manager (Medium)
26070	Client Services Manager (Small)

Job family: Research & Development

	Research Engineers
74030	*Research Lab Manager**
74015	*Principal Research Engineer**

IT Security Consulting

33070 IT Security - Manager

33075 IT Security - Senior Consultant

33085 IT Security - Consultant

33090 IT Security - Analyst

IT Security Engineering

33530 *Principal IT Security Engineer**

33525 Senior IT Security Engineer

33520 IT Security Engineer

33515 *Associate IT Security Engineer**

IT Security Specialist

33103 *Penetration Testing Manager**

33105 *Senior Penetration Tester**

33110 *Penetration Tester**

33150 *Source Code Auditor**

33400 Business Security Analyst

Job family: Sales

Account Management

11100 Account Director (Existing Account Only)

11105 Major/Key Account Manager (Existing Account Only)

11110 Sales Account Manager (Existing Account/s Only)

Alliance/Partner Management

23075 *Alliance/Partner Manager**

23080 *Alliance/Partner Specialist**

Bid Management

26050 Senior Bid Manager

26055 Bid Manager

Business Development

11115 Business Development Manager

11120 Business Development Specialist

Channel/Dealer Sales

22015 *Corporate Channel Sales Manager**

11050 Channel/Dealer Sales Manager

11055 Senior Channel/Dealer Sales Representative

11060 Channel/Dealer Sales Representative

11065 *Junior Channel/Dealer Sales Representative**

Contact Centre Sales

23613 *Contact Centre Sales Team Leader**

50030 Senior Contact Centre Sales Representative - Inbound

50025 *Contact Centre Sales Representative - Inbound**

23611 Lead Generation Specialist

Generalist Sales (New and Existing Business)

23005 Senior Principal Sales Representative

23010 Principal Sales Representative

23015 Senior Sales Representative

23020 *Sales Representative**

23025 *Junior Sales Representative**

Inside Sales

23030 Inside Sales Manager

23035 *Senior Inside Sales Representative**

23040 Inside Sales Representative

23045 *Junior Inside Sales Representative**

Management

11010 Business Unit Sales Manager

11005 Senior Sales Manager

11015 Sales Manager

Retail Outlet/Store Sales

75660 *Merchandise Manager**

11070 *Retail Outlet/Store Manager**

11075 *Assistant Retail Outlet/Store Manager**

11080 *Retail Outlet/Store Sales Consultant**

Sales Operations/Support

24706 *Functional Lead - Sales Operations & Support**

24705 Sales Operations Manager

24704 Sales Operations Team Leader

24703 Sales Operations Analyst

24702 Sales Operations Coordinator

24701 Order Processing/Sales Administration Assistant

Service Sales

23050	*Service - Senior Sales Representative**
23055	*Service - Sales Representative**
23060	*Service - Junior Sales Representative**

Software Licensing

23065	*Software Licensing Specialist**
23070	*Junior Software Licensing Specialist**

Technical Pre-Sales Support

11140	Pre-Sales Support Manager
11145	Principal Pre-Sales Support Specialist
11150	Senior Pre-Sales Support Specialist
11155	Pre-Sales Support Specialist
11160	Junior Pre-Sales Support Specialist

Job family: Senior Executive

General Management

10005	Chief Executive Officer
10055	Finance Director/Chief Financial Officer
10010	Chief Operating Officer
15085	*Company Secretary**
22030	*Corporate Professional Services Manager**
10035	Sales Director

Job family: Service Delivery Management

Service Delivery Management

26075	Service Delivery Manager (Large)
26080	Service Delivery Manager (Medium)
26085	Service Delivery Manager (Small)

Job family: Strategy

Business Intelligence

32061	Data/BI Analytics Manager

Job family: Technology Consulting

Consultants

26025	Associate Consulting Director/Associate Partner
26030	Principal Consultant
26035	Senior Consultant
26040	Consultant

26045	Junior Consultant

General Management

26005	Professional Services Manager - Sector

Solutions Architecture

26000	*Senior Principal Solutions Architect**
26090	Principal Solutions Architect
26095	Senior Solutions Architect
26100	Solutions Architect

Job family: Telecommunications

Cellular Network

28115	*Group Leader - Cellular Design & Performance Group**
28120	Technical Specialist - Cellular Design & Performance Group
28125	Senior Cellular RF Design/Performance Engineer
28130	*Cellular Network Engineer**

Customer Technical Support

28065	*Field Technical Services Manager**
28070	Team Leader Customer Service Engineer/Technician
28075	*Senior Customer Service Engineer/Technician**
28080	Customer Service Engineer/ Technician

Network Management / NOC

28085	Network Management / NOC Team Leader
28090	Senior Network Management / NOC Engineer
28095	Network Management / NOC Engineer
28100	Intermediate Network Management / NOC Engineer
28105	*Network Management / NOC Coordinator**
28110	Provisioning Officer/Provisioning Engineer

Research and Development - Network Design

28005	Engineering Manager/Chief Design Engineer
28010	*Project Manager - Network Development**

28015	Team Leader - Network Development		**Geographic Information Systems**	
28020	Senior Engineer - Network Development		*32070*	*GIS/EIS Manager**
28025	*Engineer - Network Development**		*32075*	*Technical Specialist - Geospatial**
28026	*Graduate Engineer - Network Development**		*32080*	*Senior GIS Analyst**
			32085	*GIS Analyst**
	Satellite Network		*32090*	*Senior GIS Database Administrator**
28225	*Satellite Platform Engineer**		*32095*	*GIS Database Administrator**

Telecommunications Network Construction

88010	*Network Construction Project Manager**
88014	*Network Construction Site Manager**
88013	*Senior Communications Rigger**
88012	*Communications Rigger**

Job family: Other Specialists

	Configuration
36005	Assets & Configuration Manager
36004	Asset & Configuration Consultant
	IT Asset Management
36020	*IT Asset Manager**
	Process Improvement
15500	*Six Sigma - Master Black Belt**
15505	*Six Sigma - Black Belt**
15510	*Six Sigma - Green Belt**

Job family: Technical

	Technical Support
92108	*Senior Technical Support Officer**
92109	*Technical Support Officer**

Please note: *these positions are available to be surveyed but did not print within this survey cycle. Please provide data where possible for these positions next cycle. For a softcopy version of all positions surveyed, please refer to Aon's website. If you require assistance with locating the Position Descriptions please contact **Gautam Bajaj** on +61 2 9253 7012 or gautam.bajaj@aon.com