

## **About the job**

### **Let's talk about the team**

Join nib Group's dynamic and innovative Data & AI team where you'll be working at the forefront of leveraging modern AI and Large Language Model (LLM) tooling to help revolutionise nib's nib Thrive NDIS business. As a Senior or mid-level Machine Learning Engineer, you will be part of a collaborative environment that thrives on creativity and cutting-edge technology.

The small cross functional team you will be working in is dedicated to processing and helping enhance various aspects of the Thrive NDIS business. You will work closely with the Thrive teams and other Data & AI squads, including experts in Software, AI, ML, and Data Science. Together, we aim to deliver impactful solutions that streamline operations and improve participant experiences.

### **Let's talk about this role**

As a mid or senior Machine Learning Engineer at nib, you will be at the forefront of our data-driven initiatives at nib Group. You'll collaborate with cross-functional teams to design, develop, integrate with, and deploy innovative machine learning models that address critical business challenges. This role is fundamentally an engineering role building on cloud technologies; you know about machine learning and data science, but at heart, you want to create products with a real-world impact.

Some key responsibilities of this role include:

- **Collaboration:** Work effectively with the business, software engineers, analysts, data scientists, and other engineers to deliver impactful solutions.
- **Software, DevOps, and cloud engineering:** Build, run, maintain, and enhance existing Intelligent Document Processing solution.
- **Model Development and Deployment:** Build, train, and optimize ML models using advanced techniques and tools.
- **Data Engineering:** Work closely with data engineers to ensure seamless data pipelines and feature engineering.

- Model Monitoring and Maintenance: Continuously monitor model performance, identify issues, and implement improvements.
- Platform Development: Contribute to the development and maintenance of our ML platform.

### **Let's talk about you**

- Awareness and understanding of Generative AI, Prompt Engineering and Large Language Models is highly desirable.
- Experience applying machine learning methods to products, features and/or services, including minimizing footprint, evaluating trade-offs, and pipeline work.
- Experience with cloud platforms, micro-services, and serverless architectures (ideally with AWS) and deployments, including devOps and CI/CD experience.
- An ability to communicate effectively with non-engineers of varying levels at the company including coaching both technical and non-technical skills.
- Previous experience with programming languages, techniques, and frameworks aligned with machine learning and software systems e.g. Python, Typescript, ML platforms such as Amazon SageMaker, LLMs platforms such as OpenAI, Amazon Bedrock, libraries like Pandas, & SKLearn.
- Commercial experience developing solutions in languages such as Python, NodeJS/Typescript, Ruby and/or Golang.
- Experience designing and building good ML engineering practices e.g., automated testing, continuous integration and continuous delivery.
- Experience creating and deploying product machine learning and data science models with knowledge of end-to-end data scientist workflows.

- Desirable exposure to workflow automation and Amazon Connect.

At nib, we recognise that some people may only apply when their education, skills and/or experiences are identical to what an employer is looking for in a candidate. We're always on the lookout for curious individuals who will add to the culture at nib Group - so if this role resonates with you, please apply!

### **Let's talk about who we are**

The nib Group has a mission and vision of people enjoying better health. Through our success, we aspire to more prosperous and sustainable communities, not only the creation of enterprise value. nib is a trusted health partner, helping members and travellers make more informed healthcare decisions, transact with healthcare systems and generally live healthier lives.

We're looking for people who share this passion and want to be a part of a team that has the appetite and ambition to be extraordinary. Extraordinary comes in different perspectives and experiences. We're committed to an environment where everyone has the autonomy and freedom to be their authentic selves, every day.

### **Let's talk about diversity, equity and inclusion**

We embrace a flexible working environment and welcome candidates that reflect the diversity of the communities in which we operate. We actively encourage Aboriginal and Torres Strait Islander peoples, people living with disability, LGBTQIA+ as well as culturally diverse community members to apply for open roles.

nib Group is committed to creating an accessible recruitment process and employment experience. If you identify as a person living with disability and require adjustments to our online application, recruitment, selection and/or assessment process, or would like this advertisement in an alternative format, please contact us at .

### **Let's talk about working at nib**

Our hybrid working model provides our employees with the flexibility to work from one of our office Hubs and from home based on what works best for them and their team. We make a commitment to come together with purpose and are excited to share

moments that matter with one another. Our Hubs are purpose built to support focused work, connection, and collaboration with peers. We provide a new starter benefit as well as ongoing financial support to set up and maintain a functioning home workspace. At nib, we're committed to creating a flexible working environment where you're free to be you.

Other benefits to support you at work (and play) include:

- Generous discounts on nib health and travel insurance products including 50% discount on employee health insurance
- The opportunity to give back to the community through paid leave for volunteering through nib Foundation
- Support *your better health* - whatever that looks for you - through our nib Well Program and corporate fitness discounts
- Access to our employee share plans, short-term incentive program and life and salary continuance insurance benefits
- Benefits to support our diverse workforce with 18 weeks paid parental leave for all new parents regardless of carer status, 5 days paid cultural leave for First Nations peoples and 4 weeks paid gender affirmation leave for trans, gender diverse and intersex employees

### **The fine print**

All your information will be kept confidential according to EEO guidelines. Successful applicants will be required to complete a background check (including criminal history and bankruptcy check) prior to commencement of employment.

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands where we live, learn and work.