



## Customer Support Technical Specialist



CIGNA Life Insurance New Zealand Limited (CLINZ) is looking for a proactive person with strong initiative to join our IT Operations team.

The purpose of our Senior Customer Support Technical Specialist position is to assist the IT Team with the ongoing maintenance and enhancement of CLINZ's infrastructure related technologies. This role is also responsible for helping the IT Team to ensure that adequate support is delivered to all business units in a timely and efficient manner.

We are looking for someone who ideally has:

- Minimum of 3 years working experience in a Service Desk environment supporting fault resolution through to third level
- Minimum of 5 years working experience with Microsoft related technologies (MS SQL Server, Microsoft Server and Networking, Active Directory – diagnostics, manage, deployment)
- Essential experience with:
  - IBM server, backup and storage hardware technologies
  - Client and Server cloning technologies
- Excellent interpersonal and communication skills

Based in the Majestic Centre in Wellington, CIGNA employees enjoy working in a dynamic, state-of-the-art environment with a proactive team and for an organisation that succeeds through its commitment to serving customers and in enhancing the strength of their people.

We offer a very competitive salary and benefits package (including superannuation, wellness programme and two additional days leave).

Opportunities are available here to develop your skills, with unique opportunities to develop skills. This may include both formal and on-the-job training and financial support for obtaining appropriate qualifications.

If you would like to find out more about this role or would like to see a position description, please contact Kimberly Wong on +64 4 474 3186 or via email [nz.hr@cigna.com](mailto:nz.hr@cigna.com).

If you would like to apply, please email HR a copy of your covering letter and CV to [nz.hr@cigna.com](mailto:nz.hr@cigna.com). The deadline for applications for this position is 5pm, Wednesday 2 June 2010.

*CIGNA – TO HELP THE PEOPLE WE SERVE IMPROVE THEIR HEALTH, WELLBEING AND SECURITY*