



Problem Process Practitioner

Position Detail			
Reports To	Manager Service Management	Group	Chief Technology Enablement Office
Classification	ASA7B	Location	Brisbane / Melbourne / Canberra
Reports – Direct Total	Nil		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient, and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As Problem Process Practitioner, you will work with stakeholders across the enterprise to drive the adoption of the problem process, adapt it to the organisations needs and embed into our service delivery framework.

The scope of the process spans all technology related change for both corporate Information and Communications Technology (ICT) and mission critical Operational Technology (OT) support services.

You will oversee and administer the problem management process, working across the Value Chain to ensure that the appropriate procedures are followed, and outcomes delivered for all change requests submitted which impact the Airservices Australia managed environments.

You will be an integral part of the Support Services team, developing and maintaining efficient and reliable enterprise-wide process and practices (i.e., across ICT and OT environments), playing an enabling role within value chain to deliver successful and repeatable service outcomes across Airservices.

Accountabilities and Responsibilities

Position Specific

- Lead and own process design, ensuring it aligns with the technology and service management frameworks to meet the needs of the organisation.

- Define Key Performance Indicators (KPIs), monitor and improve performance of the process, driving efficiencies through automation and digitalisation.
- Coordinate problem management within CTEO and with external providers, working closely with technical teams as well as the CTEO Management and Service Desk for regular updates throughout the problem lifecycle.
- Monitor and report on open problems with teams to reduce the overall impact on the business.
- Drive proactive prevention activities to reduce the recurrence of problems by maintaining close working relationships with change management and incident management functions.
- Ensure that appropriate process documentation is available and current.
- Periodically audit the process to ensure compliance to policy and standards.
- Review opportunities for process enhancements and for improving the efficiency and effectiveness of the process.
- Address escalated issues with running of the process.
- Provide an interface to the process for executive level stakeholders and Commercial Management.
- Be responsible for ensuring that the process is effective and efficient in daily operations.
- Engage with stakeholders to ensure resources are provided to support required activities.
- Be responsible for collaborating with other Process Managers (internal and external) to ensure all process interfaces are effective and efficient.
- Collaborate with Support Services team and external stakeholders on process improvement initiatives.
- Be accountable for the overall quality of the process and oversee the management of and organisational compliance to the process policies, procedures, workflows and use of the tools / technologies associated with the process.
- Other duties as required to undertake the role.

People

- Live the Airservices' values to achieve outstanding outcomes for the organisation and our customers.
- Maintain an effective working relationship with Airservices' management and staff, outsourced or partnered service providers, vendors and governance areas relating to problem management.
- Provide education to stakeholders including vendors, internal/external service providers and business colleagues about the problem management process and use of tools that support the process.

Compliance, Systems and Reporting

- Maintain awareness of and ensure compliance with CASR Part 171 regulations.
- Produce regular management reports from a variety of tools, e.g., Worksplan and ITSM tool, on managed problems.
- Ensure relevant processes are reviewed, updated, communicated, and published for Airservices and related vendors/partners.
- Ensure problem process documentation and reporting requirements are followed.
- Escalate where problems may create a higher risk to and/or impact on the business.
- Compliance with regulatory, risk, environmental and any other applicable standards.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy
- Assure organisational systems, services and process addresses the requirements of Civil Aviation Safety Regulations including Part 171.

Key Performance Indicators

Efficient, Effective and Accountable

- Deliver process and support improvements to the process and customer outcomes.
- Provide advice and escalation as required to the CTEO management on trends or issues.
- Ensure change requests have had risk analysis completed in a timely manner.
- Implementation plans for complex requests are approved in line with SLAs.
- Problem Governance Meeting minutes are distributed on the day of the meeting.
- Meeting or exceeding agreed SLAs and KPIs.

Commercial

- Support CTEO strategy and other improvement plan deliverables.
- Align and support the timeframes of change process KPIs agreed in external agreements.
- Work effectively with external vendors/partners to deliver and improve problem process outcomes.

People

- Proactive engagement with stakeholders and working collaboratively.
- Exert influence to ensure best outcomes for our customers.
- Coaching and mentoring within and external to the Service Support team in uptake of and adherence to documented process.
- High level of customer service.

Safety

- Compliance with Problem Management procedures and other relevant processes.
- Compliance with safety, risk, environmental and any other standards.
- Compliance with regulatory standards.

Key Relationships

- Leadership Team – provide information and reports relating to problems and root cause analysis and recommendations.
- CTEO Senior Management – Stakeholder in the reporting and reputation of major problem.
- Service Desk, High Priority Incident Coordinator, ITSM Practitioners – liaising regularly to ensure information relating to major problems, required changes and communication.
- IT strategic partners, contractors, and vendors – coordination of problems and root cause analysis relating to externally hosted or managed services.
- Colleagues across the Value Chain – liaise between business groups for business or enterprise changes.

Skills, Competencies and Qualifications

SFIA framework key skill/s

Category	Sub-category	Skills	Level
Delivery & Operation	Service Management	Problem Management	5
People & Skills	People Management	Employee experience	4

- Demonstrated understanding of ITIL, with particular emphasis on service transition and assurance and associated processes.
- Proven experience in leading the Problem Management process, working within a Service Management framework, ideally spanning an IT/OT environment.
- Experience in understanding and developing processes and procedures, which define the Airservices technical environment and linkages to other processes and procedures. e.g., Airservices Technology Management Standard, ITIL and the Airservices Safety Management Systems.
- Highly developed interpersonal, representation and communication skills, including a proven ability to develop, influence and maintain working relationships at senior levels.
- Demonstrated and strong experience in business writing/reporting, including conversion from technical to business language.
- Experience in managing documentation and procedures.
- Experience using toolsets such as ServiceNow, SAP and MS Excel.
- Experience in the use of and analysing and reporting on data from multiple sources.
- Business Process Improvement Skills e.g., Lean, Six Sigma.
- ITIL Foundation Certification (desirable).
- ITIL Service Lifecycle - Service Transition Certification (desirable).

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy.
- Acting with honesty and integrity.
- Acting ethically and with care and diligence.
- Complying with all Airservices' policies and procedures, and applicable Australian laws.
- Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest.
- Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.

Other Requirements

- Must be an Australian Citizen.
- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level.