



Technical Officer

Airways Technical Services

Position Detail			
Reports To	Field Maintenance Manager - ATM	Group	Technology Enablement
Classification	Technical Officer Band 3	Location	Brisbane
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 a Technical Officer, you will perform maintenance and/or support to airways facilities as per prescribed standards, so as to ensure the operational safety and integrity of the National Airways System.

The work primarily involves applied technical skill in the maintenance support of complex and specialised airways technologies, and may consist of a variety of duties that involve different and unrelated processes and procedures.

The position reports to a designated ATM Manager in the conduct of regular duties, and takes technical guidance from a nominated Technical Lead(s) and Senior Technical Officers within the team.

Safety of the Airservices air traffic system is the most important consideration when carrying out any duties associated with this position.

Accountabilities and Responsibilities

Position Specific

- In a maintenance service delivery context, under general supervision and guidance, undertake technical work which may include:
 - Preventative and corrective maintenance;
 - Assisting with software management;
 - Hardware modifications;
 - Technical investigations; and
 - Project implementation activities.

This work may span multiple systems and/or domains of technology, in accordance with prescribed processes and procedures.

- Maintain an awareness and understanding of the impact that work undertaken can have on operational service delivery.
- May be given responsibility for a designated function within the maintenance work centre or designated facility or range of facilities supported by the work centre.
- May provide technical advice to line management, and other business units within the organisation.
- Actively identify opportunities for continuous improvement of service delivery and work practices.
- Work in accordance with directed priorities and the ability to exercise initiative in context of adhoc service requests.
- Ensure data relevant to all work undertaken is recorded promptly and accurately in the maintenance management systems, and that related engineering and safety issues are communicated via prescribed systems in a timely and accurate manner.
- Conduct and communication that contributes to a high standard of customer service.
- Completes assigned tasks on time and to expected quality
- Highlights opportunities to improve processes when identified
- Works with others or independently
- Plans daily tasks and activities and ensures all work timelines are met
- Manages task-load and is personally accountable for actions

People

- Maintain a collaborative working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- May provide supervision of subordinate technical staff, including trainees and external contractors in the conduct of routine and non-routine work.
- May assist in the development of other staff within the workgroup.

Compliance, Systems and Reporting

- Take part in the implementation of enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies and documented processes.

Key Performance Indicators

Efficient, Effective and Accountable

- Adherence to agreed technical system performance metrics to meet customer service obligations.
- Accurate and timely data provided for prescribed maintenance systems and processes.
- Builds and maintains effective working relationships across the business.
- Maintains a customer focus when delivering technical outcomes.
- Takes responsibility for actions and outcomes.

Commercial

- Application of Airservices financial policy and procedures when utilising authorised systems to procure.

Safety

- Compliance with Airservices and industry safety, risk, environmental frameworks and standards.

Key Relationships

Your relationship to:

- Field Maintenance Manager - ATM: Take direction from ATM Manager, who holds overall accountabilities for the teams work performance, and adherence to schedule and compliance requirements. ATM Manager also provides HR assistance and manages team training and development requirements.
- Technical Lead: Take technical guidance from Technical Lead in relation to specific technology domains. Technical Lead will assign work activities.
- Senior Technical Officer: Technical activities will be co-ordinated and supervised by a Senior Technical Officer. Senior Technical Officers may also advise, mentor and provide On the Job Training to TO2/3 staff.
- Technical Officer Band 2: Works with and may provide occasional supervision / mentoring / advice and guidance to TO2 staff.
- Technical Operations Centre (TOC): Work with the TOC to coordinate corrective and preventative maintenance activities related to operational systems.
- System Technical Authorities: Undertake technical support activities including investigations and assurance tasks at the request of System Technical Advisors.
- Internal Customers: Service delivery to operational areas, as well as other technical and engineering areas across the business.

Skills, Competencies and Qualifications

- Minimum academic qualification for technicians as specified in the Civil Aviation Safety Authority (CASA) Manual of Standards (MOS) Part 171. That is, a Diploma of Technology in one or more of the following:
 - Radio engineering;
 - Communications engineering;

- Electrical engineering;
 - Electronic engineering;
 - Computer science;
 - Information technology; or
 - Qualifications equivalent to the above.
- Current Australian Driver's Licence.
 - ACMA Data Cabling Licence (Desirable).
 - Restricted Electrical Licence (Desirable).
 - Apply a knowledge and understanding of the equipment, policies, procedures, instructions and other relevant documentation, appropriate to the position.
 - Proven ability to plan, organise and perform activities and tasks with limited guidance, for cost effective outcomes
 - Demonstrated ability to work with limited technical guidance, preferably in the maintenance and/or support of the National Airways System and associated equipment or other safety critical systems.
 - Demonstrated application of higher order communication skills in order to liaise with a variety of stakeholders and achieve customer-focussed outcomes.

Security

- Must be Australian citizen.
- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level.
- Ability to obtain an Aviation Security Identification Card.

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; and
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.