airservices

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

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

You will oversee and administer the incident management process, working across the Value Chain to ensure that the appropriate procedures are followed, outcomes delivered, and impacts minimised across the Airservices Australia managed environments.

Working in a matrixed role you will be operationally part of the Integrated Service Operations Centre (ISOC) and functionally aligned with the Process Practitioners within Service Governance and Reporting. You will lead post major incident reviews and produce PIR reports to reduce the likelihood of reoccurrence. You will coordinate all actions following a Post Incident Review across internal and external stakeholders and resolver groups. You will also be responsible for oversight of the incident module within Airservices' operational tools, working closely with Integrated Service Operations Centre and Service Desk staff as well as internal and external resolver groups. You will liaise regularly with managed service provider Incident Managers to progress incidents of varying priorities.

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.
- Lead the continuous improvement of the incident and major incident management process including response effectiveness, process efficiency (including incident templates for notifications) and customer satisfaction.
- Define Key Performance Indicators (KPIs), monitor and improve performance of the process, driving efficiencies through automation and digitalisation.
- 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.
- Ensure that process technicians have the required knowledge and the required technical and business understanding to deliver the process and understand their role in the process.
- 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.
- Be contactable during and outside of business hours to meet operational requirements.

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 incident management.
- Provide education to stakeholders including vendors, internal/external service providers and business colleagues about the incident 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 and other relevant Airservices Technology Standards.
- Produce regular management reports and post incident reports from a variety of tools, e.g., ServiceNow and SAP.
- Ensure relevant processes are reviewed, updated, communicated, and published for Airservices and related vendors/partners.
- Ensure incident process documentation and reporting requirements are followed.
- Escalate where incidents 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 quick response to contact relating to major incidents including being available as required.
- Ensure notification to customers is coordinated in a timely manner with the High Priority Incident team.
- Arrange major incident reviews with key stakeholders soon after the incident is resolved to ensure key learnings are addressed and documented.
- Deliver PIR's in-line with agreed SLA's
- Meeting or exceeding agreed SLAs and KPIs.

Commercial

- Support CTEO strategy and other improvement plan deliverables.
- Assist in transition and drive adoption of a unified ITSM and Incident Management process.
- Align and support the timeframes of incident process KPIs agreed in external agreements.
- Work effectively with external vendors/partners to deliver and improve incident 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 Incident process. High level of customer service.

Safety

- Compliance with Incident 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 incidents and recommendations.
- Service Desk, High Priority Incident Coordinator, ITSM Practitioners – liaising regularly to information relating to major incidents, incidents, and communication.
- Service Management Operations Centre and Service Desk staff – Support Services
- IT strategic partners, contractors, and vendors – coordination of major incidents and incidents relating to externally hosted or managed services
- Colleagues across the Value Chain – liaise between business groups for business or enterprise major incidents.

Skills, Competencies and Qualifications

SFIA framework key skill/s

Category	Sub-category	Skills	Level
Delivery & Operation	Service Management	Incident 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 Incident and Major Incident Management experience.
- Experience in report writing including development of reports.
- Proven ability to influence and operate under pressure.
- 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.