



Technical Business Analyst (Integration)

Position Detail

Reports To	OneSKY	Group	Service Delivery
Classification	ASA 7a	Location	Canberra/Brisbane/Melbourne

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 154 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 control 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

The OneSKY Australia Program is responsible for the planning, development and implementation of Airservices next generation services including the future Civil-Military Air Traffic Management System (CMATS) through the Program – a joint activity with the Department of Defence.

The OneSKY Program is enabling the fundamental organisational and industry transformation required to maximise the benefits and value of the future system as expected by Airservices and Defence customers and stakeholders.

As a Technical Business Analyst within the OneSKY program, reporting to the Systems of Systems Integration Lead, you will analyse and assist with planning OneSKY Integration including the development of business and stakeholder requirements, risks and benefits. You will assess the OneSKY Integration models to ensure the program delivers the business process outcomes required and, supports evolutionary sustainment for future capability needs. This position involves the development of requirements and bridges the gap between business process stakeholders and technical delivery in a complex technology environment.

Accountabilities and Responsibilities

Position Specific

- Engage with service stakeholders and process owners to define and document business requirements.
- Produce Business Requirements guide the derived Functional and Non-Functional requirements for System of System integration for Airservices Enterprise Systems and the National Airways System.
- Produce and maintain scenarios that demonstrate the required business process outcomes to support System of Systems validation activities.
- Monitor changes in business processes and systems which impact existing requirements

- Track Risks, Issues, Assumptions and Dependencies and interdependencies between extant projects and programs, as they relate to Business Requirements
- Identify requirement gaps and issues during project activities and escalate as required.

People:

- Be part of a high-performance team with an emphasis on an accountable performance culture
- Develop and maintain highly effective working relationships with operational and business elements of Airservices and the Department of Defence, as well as other internal and external stakeholders to the OneSKY program to ensure open and transparent communication and resolution of issues.

Systems, Safety and Reporting Compliance

- Identify potential system safety risks and take appropriate action to prevent, address or escalate safety related system issues eliminating any adverse impact on the system or operations.
- Drive implementation of enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance
- Demonstrate safety leadership and behaviours consistent with enterprise strategies, and manage the branch in accordance with work health and safety accountability requirements

Key Performance Indicators

Efficient, Effective and Accountable

- Builds and maintains effective working relationships
- Works independently and manages own development, workload and priorities.
- Takes responsibility for actions, outcomes and people

Commercial

- Supporting Integration legal and commercial obligations

People

- Engages in training and development advancements
- Supports capability improvements such as the development of less experienced staff through mentoring and coaching activities and the sharing of professional knowledge

Safety

- Taking account of safety and integrity considerations for Airservices systems, whether supported by the Business Group or external parties.
- Compliance with regulatory standards, safety, risk, environmental and any other standards.

Key relationships

- OneSKY Integration Team
- Airservices Service Managers
- Airservices Business Manager - Lifecycle Planning
- Airservices Business Manager - Lifecycle Delivery
- OneSKY Project Managers
- Joint Program Team Members
- OneSKY Leadership Team
- All personnel - leverage relationships across the community to build knowledge and identify better practice processes/reports

Skills, Competencies and Qualifications

- Minimum 5 years' experience as a technical business analyst working on large scale transformation programs
- High level verbal and written communication skills

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- Experience in Integrated Information Management, providing support services, business and systems analysis and application service management.
- Extensive experience translating business requirements in a complex service delivery organisation.
- Excellent analytical and problem-solving skills.
- Strong stakeholder engagement skills and equally comfortable operating from within both the technology & business environments
- Ability to travel interstate, when required; and
- Must hold or be eligible to obtain an Australian Government Security Clearance (must hold Australian Citizenship).

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.