Service Integration Lead

Position Detail			
Reports To	Head of Airspace Platform	**Group**	Chief Technology Enablement Officer
Classification	MRP1	**Location**	Melbourne
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 fire fighting 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 the **Service Integration Lead Airspace Platform**, you will be responsible for determining and deploying integration strategies for a variety of technologies utilised within the Airspace Platform business unit.

You will:

- Utilise your significant Solution Architect skills and experience to understand the complex technology landscape associated with our operational services
- Work with a variety of system subject matter experts and business partners to develop and implement best-of-breed integration solutions
- Work with the Head of Airspace Platform to ensure integration solutions align with Airservices' service needs and Enterprise Architecture
- Assist the Head of Airspace Platform in the management of Airspace Platform technologies.

Accountabilities and Responsibilities

Position Specific

- Perform solutions architecture and system design engineering tasks in accordance with the Airservices' Technology Management Framework (TMF) and other relevant processes, policies and guidelines

- Design and develop solutions that meet customers' and organisational requirements. Ensures system design balances functional, service quality and systems management requirements

- Ensure the retention of compatibility with enterprise and solution architectures, and the adherence to corporate standards within constraints of cost, security and sustainability

- Specify and design solutions using appropriate design standards, methods and tools, consistent with agreed enterprise architectures and strategies and ensure they are applied effectively

- Provides advice on technical aspects of system development and integration

- Ensures that relevant technical strategies, policies, standards and practices are applied correctly.

- Reviews others' solution designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technologies

- Evaluates and undertakes impact analysis on solutions and design options and assesses and manages associated risks

- Recommends and/or designs structures and tools for systems which meet business needs

- Develop and maintain a suite of comprehensive solution, system and engineering documentation, including translation of logical designs into physical designs

- Provide specialist technical expertise to projects

- Actively participate in cross training to develop specialised skills and technologies

- Maintain awareness of industry and technology developments, standards and regulations.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives

- Manage own performance in ways that earn the trust of management team and other members of the team, including consistent modelling of supportive behaviours

- Actively participate in knowledge sharing with and coaching/mentoring less experienced team members

- Be part of a high-performance team with an emphasis on an accountable performance culture.

Compliance, Systems and Reporting

- Adhere to Airservices technology management framework, procedures and policies

- Adhere to Airservices security and information management policies and guidelines

- Solution architecture and system designs and specifications conform to operational, statutory authority requirements and relevant Australian, international and ICAO

- Participate in the Airservices Work Performance System.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

- Comply with Airservices WH&S, Safety & Risk Management processes, policies & guidelines

- 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

- Participate in or contribute to hazard reviews, assessments and safety reports relevant to Air Traffic Management systems.

Key Performance Indicators

Efficient, Effective and Accountable

- Business group objectives and performance measurements are met in respect of service integration, solution architecture and system design

- Effective time management and work prioritisation based on the significance and criticality of tasks undertaken.

Commercial

- Demonstrate sound financial, risk management and commercial judgement in respect of vendor and supplier engagement and contract management to ensure value for money outcomes.

Safety

- Compliance with safety, risk, environmental and any other standards.

Key Relationships

As a member of Chief Technology Enablement Officer (CTEO) Domain, your key relationships are:

- The Heads of the business units within CTEO, specifically:
  - Technology Strategy, Architecture & Planning
  - Enabling Technology Platform
  - Aerodrome Platform
  - Chief Information Security Officer
- Airspace Platform System Technical Advisors
- The Service Integration Lead Aerodrome Platform
- The Solution Architect Digital Platforms
- Asset & Capability Lifecycle Management (Chief Financial Officer Domain)
- Airservices project teams delivering technology solutions
- External vendors and service providers.

Skills, Competencies and Qualifications

The Airservices competency framework applies to this role. Behavioural competencies in line with the Technology Professional Band 3 (TP3) level apply with the focus areas as noted below. This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA) version 7.

SFIA framework skills

Category	Sub-category	Skills	Level
Strategy & architecture	Technical strategy & planning	Emerging technology monitoring (EMRG)	4
		Solution architecture (ARCH)	5
Development & implementation	Systems development	System design (DESN)	4
		Safety engineering (SFEN)	4
		Testing (TEST)	4
	Installation & Integration	Systems Integration and build (SINT)	5
		Systems installation/decommissioning (HSIN)	4

Qualifications and Experience

- **Essential**: A degree in Engineering or Information Technology from an Australian tertiary institution or certified equivalent qualification (for overseas qualifications).
- **Essential**: Experience in architecting and designing enterprise solutions, in particular:
  - Exposure to and experience working with structured architecture approaches (e.g. TOGAF)
  - N-tier architectures and distributed systems
  - Real-time systems
  - Message handling

- o Databases.

- o Internet technologies; and

- o Cloud Solutions

- **Essential**: Uses appropriate tools, including logical models of components and interfaces, to contribute to the development of systems architectures in specific business or functional areas.

- **Essential**: A sound understanding of and demonstrated experience applying IT Software Development Lifecycle (SDLC) framework practices and processes.

- **Essential**: Demonstrated experience in stakeholder and vendor management.

- **Essential**: Demonstrated ability to take ownership of tasks and work as a senior member of a dynamic team, including ability to work under limited direction to achieve positive outcomes.

- **Essential**: Strong documentation skills with experience in preparing and reviewing solution architecture documents and system design documents, including alignment to strategies and existing initiatives.

- **Highly Desirable**: Understanding of Information Security Manual (ISM) and demonstrated experience in adhering to ISM principles and applying ISM controls.

- **Desirable:** Understanding of the Control Objectives for Information and Related Technologies (COBIT) framework.

- **Desirable:** Understanding of DO-278A guidelines, software assurance levels and relevant processes and artefacts.

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.