



Application Services Manager

Position Detail			
Reports To	Service Design and Delivery Manager	Group	Information Management & Data Services (IM&DS)
Budget Accountability	\$30m	Location	Melbourne, Canberra or Brisbane
Delegations Administrative Financial	Other Leadership Role \$100k	Reports Direct Total	4 28

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

As a leader within the Service Design & Delivery branch, you will: manage the design of corporate and operational applications in line with the Airservices technology strategy, manage and maintain the ERP platform and applications, ensure adherence of applications with information security policies and develop an understanding of trends, standards and models for the service provision of corporate and operational applications.

You will form an integral part of the IM&DS and Airservices leadership teams; establish and maintain a high-performing and accountable team; and continue to deliver Airservices' record of Safety, Environmental, WHS, Risk and Compliance excellence.

Accountabilities and Responsibilities

Position Specific

- Design and development of Airservices ERP platform in line with Airservices technology strategy
- Design and development of corporate applications and tools in line with Airservices business strategies and requirements for service delivery
- Manage and maintain the ERP and corporate application platforms in line with service/asset lifecycle management plans (e.g. hardware refresh, licencing, application upgrades, etc)
- Monitor the design, development and delivery of any new ERP and corporate application platform services.
- Develop and maintain an understanding of trends, standards and models in ERP and corporate application platform service provision

- Manage master data in designated authoritative systems (e.g. HR organisation management data in SAP)
- Design and development of operational applications and tools in line with Airservices operational strategies and business requirements
- Manage and maintain operational applications in line with service/asset lifecycle management plans
- Nurture internal and external relationships by encouraging collaboration and the establishment of integrated approaches to address issues.
- Utilises consultation to facilitate cooperation, partnerships and buy-in and recognises when input from stakeholders and others, including other agencies is required.
- Identifies and monitors benchmarks (across industries) to identify opportunities for collaboration and savings. This includes examining the feasibility of innovative service delivery models to drive the use of technology as an enabler for the delivery of improved services.
- Oversee and manage any services or systems and operations provided by external contractors.
- Oversee the implementation of multiple, integrated change initiatives, with outcomes that significantly impact customers, stakeholders and services.

People

- Lead, coach, develop, and retain a high-performance team with an emphasis on management accountability, best commercial practice and a continuous learning culture
- Foster a work environment and culture with a strong focus on achievement and high performance to facilitate/drive an improvement mindset including business/operational excellence and innovation.
- Demonstrates professionalism, probity and persistence in achieving organisational objectives even in difficult circumstances; empowering others to act.

Safety

- Demonstrate safety leadership and behaviours consistent with enterprise strategies
- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy
- Assure organisational systems and process addresses the requirements of Civil Aviation Safety Regulations including Part 171 and Part 175.

Key Performance Indicators

Efficient, Effective and Accountable

- Effectively delivery of fit for purpose ICT services in accordance to agreed service levels and asset management plans.
- Deliver the ICT portfolio of projects in accordance with best practice and within approved tolerances
- Align technology design and delivery with target state enterprise architecture to optimise organisational outcomes.

Commercial

- Meeting Information Management & Technology financial obligations and deliver value for money services that continue to meet agreed performance standards

People

- Establish plans for the development of talent into critical roles using a range of mechanisms (both traditional succession plans and non-traditional efforts such as platforms to access the talent within other organisations)
- Drive engagement across the organisation to establish and maintain alignment with the strategic agenda

Safety

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

Key Relationships

- Service Design & Delivery Direct Report to Executive (DRE) – direction on application service design; task allocation based on technology portfolio of work
- Chief Architect (Service Strategy) – advice on enterprise architecture blueprint and application architecture layer
- Technology infrastructure Manager – consultation and advice on application requirements for technology infrastructure services, including delivery models (e.g. software as a service)

- IM&DS Project Delivery – consultation and advice to project team delivering new/improved application services for the organisation
- Strategic Partner Management – advice on candidate application service providers; trends and standards in application service delivery
- IT strategic partners, contractors and vendors
- Commonwealth Government - technology policy

Skills and Competencies

The Airservices Leadership competency framework applies to this role. Behavioural competencies in line with the Other Leadership Role (OLR) level apply with the focus areas and exceptions as noted below. This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA).

Below is the list of some of the key capabilities and the level required that are a specific focus for this role:

Airservices leadership competencies

- Deciding and initiating action
- Relating and networking
- Applied business thinking

SFIA framework skills

Category	Sub-category	Skills	Level
Strategy & Architecture	Information Strategy	IT Governance	5
	Technical Strategy and Planning	Solution Architecture Methods and Tools	5 6
Development & Implementation	Systems Development	Systems design	5
		Software development	5
Delivery & Operation	Service design	Availability Management	6

Qualifications and experience

- High level business and technology capability demonstrated through industry and/or vendor roles, and experience providing leadership to highly skilled professional resources, including managers, team leaders, contract workforce and technologists.
- Experience managing the delivery of complex programs of work with a significant technology and operations component.
- Experience in delivering enterprise application capabilities as a service.
- Experience in delivering and sustaining 24/7 mission critical technology capabilities.
- Relevant tertiary qualifications in Information Management or Information Technology or equivalent are desirable. Membership of relevant professional associations or institutes will be well regarded.

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.