



Senior Network Engineer

Position Detail			
Reports To	Network Services Lead (Brisbane)	Group	CTEO, NTP
Classification	Permanent FTE TP3B	Location	[Brisbane, Canberra, Melbourne]
Reports – Direct Total	0	Term	Permanent

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 control 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

Network & Telecommunications Platform NTP is part of Airservices' Chief Technology Enablement Officer CTEO Group, providing safe, effective and efficient enterprise wide network solutions to meet the reliability and availability requirements of Airservices.

Airservices has envisaged a multi-year program of work to modernise our network in preparation for our new Civil-Military Air Traffic System (CMATS). Over the next few years NTP will undertake an ambitious network modernisation program which migrate IP and non-IP technologies to an all new IP network with new terrestrial, microwave and satellite components. The network will service Air Traffic Control, and Aviation Rescue and Fire Fighting Services (ARFFS) and administrative requirements.

As a **Senior Network Engineer**, you will play an important role in maintaining and managing existing network infrastructure and also preparing for the network replacement with new network infrastructure. By following the processes of the Technology Management System (TMS) you will provide high quality technical solutions and resolution to complex problems.

The role works closely with technical and project peers and is required to develop constructive relationships with team members and staff across Airservices.

Accountabilities and Responsibilities

As a technology professional, NTP you will contribute across the life-cycle needs of the telecommunications network and:

- Support the Brisbane Networks team leader in achieving domain outcomes and objectives;
- Contribute to the overall effectiveness of NTP, focusing on assurance for system design and integrity (including safety) in relation to the delivery of NTP technologies;
- Provide subject matter expertise and technical leadership to projects during planning and execution;
- Contribute to the support of the operational network.

Position Specific

- Provide specialist technological expertise for the support and management of systems, Networks/Telecommunications products and services supported by the Networks team in accordance with Airservices' processes and principles.
- Continually analyse operational methods, policies, practices and standards in order to develop improvements with a view to making supported systems more cost effective and aligned with user requirements.
- Provide professional advice to develop and integrate improvements to system performance and management processes.
- Provide assistance in requirements analysis, system design, planning and implementation of new systems and revisions of existing systems in co-operation with other business areas in Airservices.
- Investigate and manage the correction of system defects and respond to and resolve faults and issues raised by business units and users.
- Produce reports, feasibility studies and proposals to determine and recommend changes in the design, performance, or functionality of systems strategies to achieve industry best practice.
- Provide other technical support to the Network Services Lead as required.
- Provide high quality advice to the System Technical Advisors regarding system integrity matters.
- Assist in the development of submissions, specifications, plans and contracts for the acquisition and implementation of new system components and upgrades to systems.
- Prepare and review specifications, test plans, procedures, policies and other technical and non-technical documentation.
- Ensure existing network systems comply with CASA, ICAO, International/National standards as well as internal technical, safety and security standards.
- Accept a technical delegation.
- Work as System Technical Advisor (SysTA) for Network System (ADIN and/or ANT)

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.
- Instruct, assign and review the quality of work undertaken by work area team members
- Provide mentoring and coaching support to less experienced staff.
- Liaise with stakeholders on sensitive issues, or issues involving extensive technical explanation and/or interpretation.

- Liaise with project and other staff to ensure that deliverables meet requirements and are completed on schedule.
- Provide feedback to the team leader in monitoring and reviewing the performance of less experienced team members.
- Work under limited direction in relation to established priorities, task methodologies and work practices to achieve their results.

Compliance, Systems and Reporting

- Support implementation of enterprise governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance
- Conform to enterprise governance systems and policies, including safety, environmental, work WHS, risk and compliance
- Strong adherence to change management processes

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

This role is covered by a set of Work Level Descriptors applicable to the Technology Professional classifications. The Technology Professionals: Work Level Descriptors document describes the type of work, tasks, skills and responsibilities at each of the Technology Professional levels.

Efficient, Effective and Accountable

- Ensure that supported networks achieve the specified levels of continuity of service.
- That no in-service systems maintained by the NTP Team is found to be the cause of a safety-related incident due to a:
 - System hardware or software design or implementation issue;
 - System management or maintenance procedural specification error;
 - Human factors error attributable to poor system design or implementation; or,
 - Human factors error attributable to poor procedures.
- The support and management of systems complies with national, industry, Airservices, CASA and ICAO safety standards and procedures.
- Contributing to the overall success of NTP.

Commercial

- Tasks and projects are delivered on time, on budget and to the required standard of quality.

Safety

- Compliance with regulatory standards.
- Demonstrate safety behaviours consistent with Airservices Australia strategies.
- Compliance with safety, risk, environmental and any other standards.

Key Relationships

Your key relationships are

- Network Services Lead (Brisbane) - Direct report for supervision & leadership
- NTP Manager - Manager Once Removed (MOR) advice & direction.

- Service Advisor, Networks – Assists in maintaining the integrity of the network
- Internal Engineering & Technical Staff - Liaising with internal engineering and technical teams in relation to system management, technical advice, works planning and incident resolution.
- Project Teams - Assisting the delivery of Airservices projects.
- External Vendors and service suppliers - Management of support contracts and contract performance, defect investigation and resolution

Skills, Competencies and Qualifications

Technical Capabilities and Experience

- More than 7 years' experience in the support of complex network infrastructure deployments.
- Demonstrated experience in systems engineering and change control processes.
- Understanding of the issues and priorities of working in a 24x7, safety first, environment.
- Demonstrated oral and written communication skills with the ability to prepare written documents on technical, and non-technical matters in ways that engage the audience and ensure understanding.
- Demonstrate capacity for working with little direction on technical, operational and administrative matters.
- Demonstrated ability to research, analyse and interpret critical information to form an accurate understanding of the business environment in which systems operate.
- Provide sound judgement and develop solutions for deficiencies and new capabilities.

Qualifications

- Mandatory: Must hold as a minimum a recognised Diploma in a relevant IT or Engineering field
- Essential: Must be Australian citizen and have NV1 Security Clearance or the ability to obtain NV1 Security Clearance.
- Essential: Cisco Certified Networking Associate (CCNA)
- Highly Desirable: Cisco advanced certifications in routing and switching, however industry experience in lieu of these qualifications will be considered.
- Desirable: Previous experience working with common industry standards and frameworks such as ITIL, ISM, ISO27000, COBIT 5, etc.
- Desirable: Registered with the Board of Professional Engineers, Queensland.

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.