ANS Simulator Support Officer

Position Detail			
Reports To	Simulator Team Leader; MoR = Scheduling and Simulator Lead	**Group**	Operational Training, Chief of People & Culture
Classification	Simulator Support Officer (SSO)	**Location**	Sydney
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, two Terminal Control Units in Sydney and Perth 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 a **Simulator Support Officer,** you will contribute to the delivery of high-quality, high-fidelity simulator training to support operational air traffic service delivery.

Accountabilities and Responsibilities

As a Simulator Support Officer, you will:

Position Specific

- Hold and maintain a SSO Validation, with relevant endorsements and qualifications as required
- Deliver simulation exercises by performing the role of a simulator pilot, simulator air traffic controller, and coordination as other agencies.
- Analyse and interpret data and provide input to ensure exercise fidelity
- Support learning objectives in accordance with direction from instructors'/training specialists
- Perform simulator setup and preparation duties

- Keep up-to-date with knowledge of operational air traffic control functions, documentation and service requirements
- Use approved phraseology and procedures in accordance with published requirements (e.g. AIP, MATS, Local Instructions)
- Apply a good working knowledge of aircraft performance characteristics
- Develop the cognitive ability to detect, attend to and prioritise information, assess and interpret critical information, prioritise tasks, select optimal solutions, execute in a timely manner and monitor the effectiveness of the solution, to deliver high fidelity simulation
- Provide effective and efficient simulator support services in accordance with the Simulator Manager expectations
- Contribute to the continuous improvement of simulator service delivery
- Carry out other simulator or training related activities as requested by the Simulator Team Leader

People

- Work effectively in a team or autonomously, with demonstrated qualities or flexibility and reliability in any simulator environment
- Assist with the development of simulation exercises and training support material
- Provide the Simulator Team Leader with timely advice on matters affecting the efficient operation of the simulator
- Build effective relationships with key stakeholders and internal customers
- Support the hosting of visitors to the simulator through demonstrations and overviews of simulator training
- Support Equity and Diversity and WHS principles and procedures

Compliance, Systems and Reporting

- Maintain accurate training records and equipment, manuals, and training materials
- Contribute to internal and stakeholder performance reports
- Maintain standards, policies and procedures that support cost-effective ANS Ongoing Training

Safety

- Discharge safety accountabilities as defined in Airservices Safety Accountabilities and Responsibilities – Document number AA-NOS-SAF-0007
- Ensure compliance with all WHS procedures and work place health and safety principles and corporate initiatives
- Maintain appropriate fitness for duty in accordance with Airservices policies including fatigue management

Key Performance Indicators

Efficient, Effective and Accountable

- Training metrics that measure the effectiveness of training
- Nil non-compliance notifications and audit findings of corrective action

Commercial

- Provide cost-effective training solutions

Safety

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

Key Relationships

- Operational Training Manager – responsible and accountable for ATS ongoing training framework requirements, standards, procedures and performance
- Scheduling and Simulation Lead – responsible and accountable for the management and oversight of all aspects of simulator service delivery (including people, hardware, software and data)
- Design and Capability Manager – responsibilities and accountabilities for the design and development of innovative and compliant training solutions to support ATS workforce deployment and capability
- Simulator Team Leader – lead the team in exercise design, development and maintenance, collectively monitor simulator performance and simulator configurations, system software upgrades, data changes and validation for the ATS operational and training platforms
- Training Specialists, ATC Line Managers – coordination of training requests cognisant of operational priorities and business continuity requirements, and stakeholder management to ensure training quality and simulator exercise fidelity

Skills, Competencies and Qualifications

As **Simulator Support Officer** you will have the following skills, competencies and qualifications:

Essential:

- Demonstrated ability to interpret and action information/data in accordance with set procedures and strict time frames
- Computer/keyboard/mouse skills and knowledge of typical Microsoft products commensurate with the requirements of the position, with the ability to learn new and apply new technologies
- Proven ability to scan, assess, evaluate, analyse and action information from multiple sources
- Ability to perform accurate mental arithmetic and make decisions under time pressure
- Demonstrated ability to work and communicate in a small team environment
- Excellent written and verbal communication skills
- Knowledge of and commitment to principles of Equity and Diversity, WHS and demonstrated ability to implement them in a workplace
- Ability to obtain an Aviation Security Identification Card (Landside zone)
- Hold and maintain ICAO English Language Proficiency at level 6 or equivalent.

Highly Desirable:

- Training experience in aviation simulators, or a related field
- Knowledge of simulator hardware and software systems (e.g. Thales, Adacel)
- Working knowledge of ICAO radiotelephony phraseology and the Phonetic Alphabet.
- Demonstrated ability to perform effectively in fast-paced, dynamic environments requiring rapid decision-making and prioritisation.

Qualifications: (Desirable but not mandatory)

- ATS Licence or Simulator Certificate of Competence or equivalent (*highly desirable*)
- Aviation qualifications (flying or tertiary studies) (*highly desirable*)

Demonstrated competencies in the following areas:

- **Working with people**, including demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight.

- **Delivering results** and meeting customer expectations, including: focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals.
- **Adhering to principles and values**, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; and encourages organisational and individual responsibility towards the community and environment.
- **Deciding and initiating action,** making prompt, clear and risk-based decisions with confidence, taking responsibility for actions, projects and people and demonstrating initiative.
- **Analysing data,** information and evidence to produce logical and workable solutions to a range of problems, probing further when required to understand the problem within the context of the larger system.
- **Adapting and responding to change,** through positively accepting to new ideas, adjusting to changing circumstances and ambiguity, adapting interpersonal style to suit different people or situations and showing respect and sensitivity towards cultural differences and diversity.
- **Applying expertise and technology including:** develops job knowledge and expertise through continual professional development, shares expertise and knowledge with others, and demonstrates an understanding of different organisational departments and functions
- **Following instructions and procedures** including: appropriately following instructions from others without unnecessarily challenging authority, follows procedures and policies, keeps to schedules, arrives punctually for work and meetings, demonstrates commitment to the organisation, complies with legal obligations and safety requirements of the role.

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 of 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.