airservices

Knowledge & Configuration Process Practitioner

Position Detail			
Reports To	Manager Service Management	**Group**	Chief Technology Enablement Officer
Classification	ASA7B	**Location**	Brisbane / Melbourne / Canberra
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 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 Knowledge & Configuration Process Practitioner, you will work with stakeholders to drive the improvement and adoption of the knowledge and configuration management process and practices required for providing support services, improving the efficiency and effectiveness of support teams including the Service Desk and Service Management Operations Centre.

You will manage effective communication and knowledge coordination activities to support the end-to-end service request fulfilment and incident management processes, ensuring Service Level Agreements (SLAs) are met. You will also lead and co-ordinate the configuration management process with particular emphasis on working with internal and external service providers to uplift the CMDB to support ITSM processes.

This includes the creation, management, and assurance of all knowledge-based documentation within the Service Desk and overseeing the coordination and alignment of all knowledge articles generated by projects, internal and external technical support teams, and service providers.

You will be an integral part of the Support Services team, developing and maintaining efficient and reliable support process and practices across Information Technology (IT) and Operational Technology (OT) environments, playing an enabling role within the Value Chain to deliver successful and repeatable service outcomes for customers.

Accountabilities and Responsibilities

Position Specific

- Lead and own the process design, ensuring alignment with the technology and service management frameworks to meet the organisation's needs.
- Define Key Performance Indicators (KPIs), monitor and improve performance of the process, driving efficiencies through automation and digitalisation.
- Ensure that appropriate process documentation is available and current.
- Lead and develop a Configuration Management Plan and deliver uplifts and improvements to support the service management framework.
- Define and implement a CMDB data model and service model to support the Configuration Management System across out enterprise technology, including our regulated safety critical systems and services.
- Ensure configuration management data accuracy is maintained and that plans, and processes are in place to ensure its ongoing accuracy and any issues relating to configuration are managed.
- Develop, lead, and communicate key messages to the broader Airservices community on technical matters, particularly in relation to the delivery of SLAs.
- Review opportunities for process enhancements and for improving the efficiency and effectiveness of the process.
- Ensure relevant reporting practices and standards to drive the uplift of the accuracy of data relating to Configuration management including the oversight and maintenance of the CMDB.
- Address escalated issues with the running of the process.
- Be responsible for ensuring that the process is effective and efficient in daily operations.
- Engage with stakeholders to ensure resources are provided to support required activities.
- Be responsible for collaborating with other Process Managers (internal & external) to ensure all process interfaces are effective and efficient.
- Collaborate with Service Improvements team on process improvement initiatives.
- Be accountable for the overall quality of the process and oversees the management of and organisational compliance to the process policies, procedures, workflows, and use of the tools/technologies associated with the process.
- Other duties as required to undertake the role.

People

- Live the Airservices values to achieve outstanding outcomes for the organisation and our customers.
- Work collaboratively with CTEO management, staff, and external service providers to develop and implement training and knowledge sharing initiatives, ensuring the Service Desk has appropriate information to provide high quality and consistent outcomes.
- Design and deliver knowledge centered support and training to improve knowledge management and process improvement.

Compliance, Systems and Reporting

- Ensure knowledge management process documentation and reporting requirements are followed.
- Ensure configuration management process requirements are followed.
- Ensure the appropriate level of knowledge relating to new services/technologies and changes to existing services/technologies is captured to enable the Service Desk and support teams by having the required tools, knowledge, and documentation to support the service/technology.
- Coordinate knowledge management analysis and reporting on knowledge requirements and trends, including reports on new articles and changes to the Service Desk and relevant CTEO support groups and specialist areas.
- Escalate where there are major gaps relating to knowledge management or where issues may negatively impact on Airservices.
- Compliance with regulatory, risk, environmental and any other applicable standards.

Safety

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

Key Performance Indicators

Efficient, Effective and Accountable

- Ensure technical capability for optimal service delivery by developing relevant skills, induction materials, and capability for the ongoing sharing of information and knowledge within the team.
- Continue to improve the knowledge management process.
- Ensure notification to support staff around knowledge base changes is communicated in a timely manner to ensure the required level of support is provided (SLAs)
- Provide knowledge management reporting as per the agreed schedule to meet SLAs
- Meeting or exceeding agreed SLAs and KPIs.

Commercial

- Work effectively with external vendors/partners to deliver and improve change and configuration process outcomes.
- Support CTEO strategy and other improvement plan deliverables.
- Liaise with service level management and act as a central point to facilitate the understanding of SLAs and the transition of new systems to the Service Desk.

People

- Proactive engagement with stakeholders and working collaboratively
- Exert influence to ensure best outcomes for our customers.
- Coaching and mentoring within and external to the Service Support team in uptake of and adherence to documented process.
- Capability improvement.
- High level of customer service.

Safety

- Compliance with Knowledge Management procedures and other relevant processes.
- Compliance with safety, risk, environmental and any other standards.
- Compliance with regulatory standards.

Key Relationships

- Leadership team – provide information and reports relating to knowledge management and any identified gaps.
- Service Desk, Service Management Operations Centre and ITSM Practitioners - engaging regularly to ensure information relating to knowledge is captured and communicated.
- Support Services team to ensure ongoing alignment with team knowledge objectives.
- Service Providers, resolver groups, supplier, and vendors - engagement and coordination of knowledge and configuration management and development of knowledge base articles to improve the CMDB, incident resolution and service request fulfilment.

Skills, Competencies and Qualifications

SFIA framework key skill/s

Category	Sub-category	Skills	Level
Development & Implementation	Content Management	Knowledge Management	5
People & Skills	People Management	Employee Experience	4

- Knowledge and Configuration Management experience and demonstrated process expertise within an IT / OT environment.
- Experience of optimising technical capability for the delivery of services through knowledge management initiatives.
- Strong understanding of and experience working in, developing, and reviewing ITSM Incident, Change, Problem, Release, Knowledge, Configuration & ITSC Management processes.
- Experience in understanding and developing processes and procedures, which will define the Airservices technical environment and linkages to other processes and procedures. e.g., Airservices Technology Management Standard, ITIL and the Airservices Safety Management Systems.
- Highly developed interpersonal, representation and communication skills, including a proven ability to develop, influence and maintain working relationships at senior levels.
- Demonstrated and strong experience in business writing/reporting, including conversion from technical to business language.
- Experience in managing documentation and procedures.
- Experience using toolsets for reporting such as SAP, ITSM tools and MS Excel.
- Business Process Improvement Skills e.g., Lean, Six Sigma.
- ITIL Foundation Certification.
- ITIL Service Lifecycle - Service Transition Certification (preferred)
- Knowledge Management qualification such as Knowledge Centred Support Principles (HDAA).

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.

Other Requirements

- Must be an Australian Citizen.
- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level.