Telecommunications Engineer

Position detail

Position Title	Telecommunications Engineer
Reports to	Network Services Lead
Classification	TP2B
Group	Technology Enablement
Branch	Enabling Technology Platform
Location	Brisbane, Canberra, Melbourne, Sydney or Adelaide
Effective date	

Organisational environment

Airservices Australia (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 27 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 Telecommunications Engineer, you will be responsible for maintaining and managing existing telecommunication services and systems including satellite and microwave links, that are critical for the air navigation and aviation firefighting and rescue services.

You will provide advanced technical expertise within a specialised discipline, lead the resolution of complex technical issues, deliver specialist advice, and contribute to the development of systems, services, standards and people while operating under limited direction.

Accountabilities and responsibilities

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Position Specific

- Investigate, analyse and diagnose telecommunications issues and identify appropriate technical solutions .
- Provide technical advice, information and interpretation to customers and colleagues .
- Undertake projects requiring analysis, evaluation of alternatives and practical solutions .
- Identify opportunities to improve telecommunications systems and services.
- Develop technical reports, specifications, procedures and documentation. Travel to Airservices sites across Australia as required.
- In office attendance is required.

People

- Demonstrates a positive, approachable attitude and contributes to a supportive team culture.
- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives Communicate with customers, suppliers and stakeholders

Compliance, Systems and Reporting

- Prepare, maintain and update technical procedures, specifications, documentation and guidelines to support the delivery and operation of telecommunications systems and services.
- Ensure that all incidents, problems, and changes are managed correctly and in a timely manner, using workflow platforms such as ServiceNow.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies Taking account of safety and integrity considerations for Airservices systems, whether supported by the Business Group or external parties, in the conduct of day-to-day duties.
- Investigating, analysing and diagnosing technical issues and identifying appropriate interventions that minimise operational and safety risks.
- Applying Airservices policies, procedures, professional standards and technical practices when delivering services and implementing changes.
- Understanding the broader impacts and implications of Airservices activities and considering those impacts when performing technical duties.
- Identifying and helping resolve problems in operational systems and contributing to business improvement initiatives that support safe and effective operations.

Key performance indicators

Efficient, Effective and Accountable

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- Identify and implement process, system or service improvements that increase operational efficiency.
- Complete assigned safety, risk and governance actions within agreed timeframes.

Commercial

- Support the delivery of telecommunications services by meeting agreed service performance targets and contributing to the achievement of customer service outcomes.
- Contribute to the planning, monitoring and reporting of work activities and resource requirements to support the effective delivery of telecommunications services and projects.

Safety

- Compliance with safety, risk, environmental and any other standards Obtain and maintain Airservices competency certifications such as Airservices Technology Endorsement (ATE) and TechCert®.
- Assist with maintaining the safety and integrity of Airservices systems through completion of safety actions, effective risk management and compliance with technical and safety governance requirements.

Key relationships

- Network Services Lead - Direct report for supervision & leadership
- NTP Manager - Manager Once Removed (MOR) advice & direction
- NTP Asset Manager – report the status of the assets accurately and assist with the development of plan to maximise the value of the telecommunication assets
- SysTA – responsible for the systems meeting their technical requirements
- 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

- Experience in the support of microwave links or satellite systems with a minimum of 3 years
- Demonstrated experience in radio frequency electronics including microwave link or satellite link design and implementation.

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- Understanding of the issues and priorities of working in a 24x7, safety first, environment, thus being able to support or stay on-call if required.
- 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 limited direction on technical, operational and administrative matters.

Qualifications

- Mandatory: Tertiary qualified in Engineering. Eligible for registration as a professional engineer with the state bodies such as the Board of Professional Engineers Queensland.
- Mandatory: Must be an Australian citizen and can obtain NV1 Security Clearance.
- Desirable: Previous experience working with common industry standards and frameworks such as ITIL, ISM, ISO27000, COBIT 5, etc.

Performance standards and behaviours

- As a member of Airservices Australia, 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.

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