



Small System Administrator

Position Detail			
Reports To	CTP Team Leader	Group	CTEO
Classification	ASA6	Location	Brisbane, Canberra, Melbourne, Sydney
Reports – Direct Total	None		

Organisational Environment

Airservices Australia 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 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 the Small System Administrator, you will provide technical expertise, support, maintenance, development and on-going updates of a range of applications within the Corporate Technology Platform portfolio.

This role is a key technical specialist and support role within the CTP team supporting a range of systems (COTS and bespoke) including but not limited to Quintiq rostering, Corporate Integrated Reporting and Risk Information System (CIRRIS), Secure Data Transfer (SDT), Content Manager, Gallagher Command Centre, DataViewer, Atlassian Administration, a range of Microsoft .Net applications, and Oracle PL/SQL solutions.

Accountabilities and Responsibilities

Position Specific

- Administer the configuration of applications within the business systems portfolio under the technical direction of the CTP Team Leader.
- Provides technical advice and support in relation to applications within the business systems portfolio.
- Work closely with Infrastructure partner, business and vendors to resolve application incidents and problems.

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- Support the CTP Team Leader in the management and housekeeping of applications within the business systems portfolio including regular interaction with vendors
- Ensure that system software configuration changes adhere to the Technology Management
- Work in conjunction with key business stakeholders, Business Systems leadership and technical specialists, analyse business systems and practices to identify areas where software configuration changes and/or process re-engineering will improve business processes.
- Assist in the delivery of cross-functional software change programs
- Review and establish effective housekeeping procedures for various applications
- Review and establish process automation
- Ensure currency of relevant formal documentations

People

- There are no direct reports for this position
- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Model own performance in ways that earns the teams trust
- Provide technical support to customers and users of systems

Key Performance Indicators

Efficient, Effective and Accountable

- Application performance meets the expectations of the business user
- Standards - promoting and supporting standardisation of applications
- Collaboration - building of collaborative relationships with stakeholders and colleagues
- Availability - there is a demonstrable improvement in quality, efficiency and availability of applications across Airservices
- Support – deliver solutions and support in a timely, quality, courteous and cost effective manner with positive customer experiences.
- Analysis and Improvement - provides specialist support to resolve issues and contributes towards continual improvement initiatives including automation and effective housekeeping procedures

Commercial

- Delivery of demonstrable Value for Money outcomes throughout lifecycle management and continuous improvement of vendor performance
- Reduce waste and duplication

Safety

- Compliance with Airservices procedures and other relevant processes
- Compliance with safety, risk, environmental and any other standards

Key Relationships

- Corporate Technology Platform Team Leader – direct manager
- Corporate Technology Platform Team Members – peer support and collaboration
- Project Delivery team – coordination of change to the application suite
- Service Management Lead – for all ITIL functional interactions
- Business Stakeholders and users – for customer support and deliver to the business request
- Software vendors – for vendor support

Skills, Competencies and Qualifications

- With 5+ years demonstrated system administration experience of COTS and bespoke applications
- Demonstrated experience in a similar business systems technical role managing issues management and works plan coordination

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- Strong analytical and I.T. problem solving skills
- Proven ability in understanding features and functionality of various technologies and in establishing new methods and procedures to improve business processes
- With 3+ years application development and/or support experience in one or more of the following technologies:
 - Microsoft .Net
 - Oracle PL/SQL
 - Oracle APEX
 - Java
 - SaaS
 - HP TRIM / Content Manager
 - Atlassian
- Demonstrated high level of understanding of Relational Database Systems
- Demonstrated administration skills in Microsoft and/or Linux systems.
- An Information Technology degree from an Australian Tertiary Institution or Equivalent

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.