



## Data Analysis and Business Intelligence Specialist

### Position Detail

<b>Reports To</b>	OneSKY PMO Manager	<b>Group</b>	Chief Service Delivery Officer
<b>Classification</b>	ASA6	<b>Location</b>	Canberra/Brisbane/Melbourne – Full-time role

### 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 140 million passengers, and provide air navigation services across eleven 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 27 Australian airports.

The Royal Australian Air Force is charged with providing Air and Space Power to the Australian Government to achieve its national security outcomes. Within the Royal Australian Air Force, Number 44 Wing is charged with providing Air Traffic Control services, operating twelve air traffic control towers and nine approach control facilities across Australia as well as providing tactical battlefield airspace control from deployed locations.

The OneSKY Australia Program is responsible for the planning, development and implementation of Airservices next generation services including the future Civil-Military Air Traffic Management System (CMATS) through the Program – a joint activity with the Department of Defence. The Program also includes the modernisation of interfaces through System Integration and Modernisation Program (SIMP), the delivery of the Airservices Defence OneSKY Towers (ADOT) Program, The delivery of infrastructure works and changes to the Airservices Air Traffic Management operations.

The OneSKY Program is enabling the fundamental organisational and industry transformation required to maximise the benefits and value of the future system as expected by Airservices and Defence customers and stakeholders.

Airservices is the lead organisation in the acquisition of a replacement air traffic management platform by Airservices and the Department of Defence.

### Primary Purpose of Position

As **Data Analysis and Business Intelligence (BI) Specialist**, reporting to the OneSKY PMO Manager, you will be responsible for evolving the OneSKY Program's BI reporting framework to meet the data analysis and reporting requirements. The role adds value by providing effective, consistent, accurate and timely data analysis through the development of robust data models and interactive dashboarding to key stakeholders.

You will work closely with the other OneSKY Reporting Functions and Project, Program Managers and the OneSKY Program Director to ensure that there is a consistent approach and purpose in all work undertaken to achieve group and business outcomes.

Developing Key Performance Indicators, ensuring data resilience and consistency across the board are all key outcomes that are required of the role. You will assist in the development of a robust reporting and management framework to provide timely and accurate advice to Project and Program Managers.

While tasks will generally be captured in organisational documentation (eg instructions; guidelines; procedures), these will require interpretation and application of judgement. There is a strong focus on the systematic continuous improvement of all administrative activities.

## Accountabilities and Responsibilities

### Position Specific

- Develop, implement and operate the BI Framework for the OneSKY Program, that adapts and changes to meet Program requirements.
- Design and prepare regular and ad hoc reports to support OneSKY decision making at project reviews, Program Boards, CMATS Review Groups, Joint Executive Committees, CMATS Executive Committees and Airservices Board Technology and Investment Committee and Airservices Board Meetings.
- Provide consistent, timely and accurate reports using appropriate tools (including PowerBI), preparing visuals, and other artefacts to illustrate performance metrics in relation to program performance, quality performance, risk, requirements and correspondence metrics.
- Maintenance of reporting information including dashboards and other artefacts
- Review and analyse collected data and report trends and findings to stakeholders
- Monitor and promote adopted program reporting practices
- Contribute to ongoing development and improvement of the reporting framework
- Administer and provide secretariat support for program reporting meetings and activities when required.

### People

- Build and maintain effective relationships with Airservices and Defence personnel to ensure effective co-ordination of all activities in support of program objectives
- Contribute to the planning and organisational activities across the OneSKY Program and the broader Airservices and Defence reporting environment

### Compliance, Systems and Reporting

- Conform to enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.
- Maintain a strict rhythm of reporting activities and to ensure all inputs are sought, collated and messaged as appropriately to the audience within established timelines.
- Monitor and anticipate administrative requirements to ensure effective, consistent, accurate and timely support.
- Ensure all assigned tasks are supported with clear communication of requirements and expectations.

### Safety

- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy.

## Key Performance Indicators

### Efficient, Effective and Accountable

- The program is provided with effective, efficient, accurate and timely data analysis and insights.
- Consistent application and compliance with Airservices policies and procedures
- Develop and maintain effective working relationships
- Promote a culture of trust, high performance, open communication and continuous improvement

### Safety

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

### Key relationships

- Service Delivery Leadership Team
- OneSKY Leadership Team
- OneSKY PMO Team
- OneSKY Delivery Teams

### Skills, Competencies and Qualifications

- Demonstrated experience in developing simple to complex reports for a variety of audiences and purposes for large-scale Programs
- Demonstrated experience in working with PowerBI, PowerPivot, PowerQuery and SQL
- Mature knowledge of and experience in the application of Program and Project compliance monitoring and reporting
- Business, IT or quality management qualification is desirable
- Demonstrated ability to manage high workloads, set priorities, meet deadlines and work effectively and flexible to changing circumstances and priorities
- Ability to influence others within circle of influence
- Demonstrated ability to establish strategic relationships to deliver outcomes
- Proven ability to achieve objectives in a complex commercially focussed environment
- Ability to develop and present innovative solutions and influence outcomes

### 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.