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Operations Systems Specialist			
Level	2A	Location	Brisbane Head Office
Department	Systems & Solutions	Division	Network Operations
Group	Operations	Direct Reports	Nil
Reports to	Leader, Systems & Solutions	Manager once removed (MOR)	General Manager, Network Operations & Operation Services
Created	10 January 2014	Updated	March 2018

Goals

My Role:	To work in a collaborative environment to support the team and Leader to ensure Systems and Solutions achieve and deliver on the department strategy. Specifically, you will be responsible for implementation and coordination of the operational software which affects Network Operations departments (Crew Control, Operations Control, Customer Disruption Services, Load Control, Flight Dispatch and Resource Planning) as well as working in conjunction with your business and technology partners to drive innovative, technology-lead business improvement to enhance operational and system capability.
My Department:	To provide premium support to our customers in achieving their goals in safety, compliance and efficiency; through the use of innovative systems, solutions and specialist advice.
My Division:	To drive market leading on-time performance by providing timely operational support and information, planning to minimise the likelihood of a disruption and in the event of a disruption, minimising the impact on each guest, through a safe, reliable and cost effective operation.

Expertise

	Must have	Great to have
Knowledge	<ul style="list-style-type: none"> Technical and user understanding of various Operational Software systems which support Operations Control Centre activities, in particular Sabre AirCrews or Sabre Crew Manager or another airline crewing system, and Kronos Pairings and PBS or another airline resource planning solution 	<ul style="list-style-type: none"> Sound understanding of Network Operations workflows, Operations Control Centre roles and how systems are impacted by these workflows and roles Understanding of other specific IT systems supporting Network Operations including Sabre IROP Reaccommodation, Sabre Movement Manager, Sabre Flight Plan Manager, Amadeus Flight Management Working knowledge of relevant Virgin Australia Flight Crew and Cabin Crew EBAs and legislative regulations.
Qualifications	<ul style="list-style-type: none"> Tertiary qualification in IT or equivalent experience 	
Skills	<ul style="list-style-type: none"> Good skills in Oracle PL/SQL 	<ul style="list-style-type: none"> IBM ILOG rules business rule

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	Must have	Great to have
	<ul style="list-style-type: none"> technology in writing queries, PL/SQL procedures, views and database architecture • Good skills in Unix shell scripting and file systems • Good skills in Oracle and Jasper reporting languages • Good skills in Weblogic deployment and management • Good Java and HTML scripting skills • Highly proficient in Microsoft Office Suite • Good communication skills, written and verbal • Good skills in influencing outcomes • Ability to manage and prioritise tasks and workflows • Proven ability to multi-task • Proven track record of performing in a pressured environment with dynamics constantly changing • Excellent problem solving skills • Ability to think outside the square (Conceptual Thinking) • Ability to work in a team environment • Passion for continuous improvement in operation systems and processes 	<ul style="list-style-type: none"> management engine skills • JBOSS deployment and management skills
Experience	<ul style="list-style-type: none"> • Knowledge and experience in business, application and technical domains of Sabre Aircrews or Sabre Crew Manager or another airline crewing system, the business of crew management and operations • Knowledge and experience in business, application and technical domains of Kronos PBS and Pairings system, the optimisers and extractors, or another Crew Resource Planning solution • Experience in testing Operations systems, eg Sabre and Kronos • Experience in gathering complex 	<ul style="list-style-type: none"> • Experience in managing releases and performing installations from vendors, preferably Sabre and Kronos • Operated successfully in an operations position (e.g., Operations Control, Crew Control, Load Control, Flight Dispatch, Customer Disruption Services, Aircrew Resource Planning etc). • Development and management of change request documentation with vendors • Other airline industry experience • Experience in providing advice and

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	Must have	Great to have
	<ul style="list-style-type: none"> business requirements and successfully translating them into technology solutions Ability to develop good relationship with a range of internal and external stakeholders, in particular Flight and Cabin Crew and software vendors Exposure to a multi-disciplinary team environment and proven ability to deliver on project / activity results 	<ul style="list-style-type: none"> system solutions for Flight and Cabin Crew stakeholders during EA negotiations Development and documentation of systems, policy, processes and procedures applicable to management of regulatory and operational software system requirements. Experience in managing issue resolution via systems such as JIRA, eService, Portal etc.

Key Accountabilities

Accountability	Major activities	Performance Indicators
1. Team Work	<ul style="list-style-type: none"> A positive approach to work assigned A positive approach to department leaders Input to and support for departmental strategy Ensure regular communication of information within the department 	<ul style="list-style-type: none"> Performance of role requirements to the required standard
2. Health and Safety	<ul style="list-style-type: none"> Compliance to all company policies and procedures relating to safety. Complete safety training on time. Any safety matters are incorporated in regular operational talks with team leaders. 	<ul style="list-style-type: none"> Complete relevant safety training as required. Timely and correct assessments of threats and situations.
3. Compliance	<ul style="list-style-type: none"> Operational systems are compliant with regulatory and EBA requirements Operational systems meet User Acceptance Testing (UAT) standards Documented processes support Group safety and compliance policies and procedures 	<ul style="list-style-type: none"> Detailed investigations and resolutions to findings within CASA and Internal Audits Preventative and corrective actions taken on incidents raised Manuals are consistent with processes and expectations
4. Continuous Improvement - General	<ul style="list-style-type: none"> Identify opportunities to improve efficiency and quality of processes in the department. 	<ul style="list-style-type: none"> Areas of improvement affecting performance or quality are promptly identified.

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Accountability	Major activities	Performance Indicators
		<ul style="list-style-type: none"> Opportunities and process improvement initiatives implemented as and when determined. Targets/ results are achieved and reviewed.
5. Continuous Improvement - OTP	<ul style="list-style-type: none"> Identify opportunities to improve the on-time delivery of departmental activities, particularly those which will benefit on-time performance for the guest No impact on operational OTP as a result of work performed 	<ul style="list-style-type: none"> Division OTP targets are met OTP delay codes attributed to operations software systems
6. Continuous Improvement – Organisation / process design and solution implementation	<ul style="list-style-type: none"> Defined work plans Documentation of functional aspects of systems, system processes and UAT test scripts Management of UAT process to ensure a high level of quality assurance and compliance Raise change requests with internal and external vendors where applicable 	<ul style="list-style-type: none"> Successful software deployment Management of system defects and bugs Documentation is clear and concise
7. Change Management	<ul style="list-style-type: none"> Participate meaningfully in Network Operations Change Management framework Be a change advocate and lead the way 	<ul style="list-style-type: none"> Positive contribution to change management Active communication and engagement with all relevant business and technology partners
8. Stakeholder Engagement - General	<ul style="list-style-type: none"> Timely liaison with OCC (incl Network Operations) departments regarding operational system projects and issues Build and promote relationships with divisions beyond Network Operations, in particular internal and external technology partners, for the betterment of delivering against department strategy Build and promote relationships with other airline partners and organisations beyond Virgin Australia for the betterment of delivering against department strategy 	<ul style="list-style-type: none"> Clear delivery and understanding of all project communications Successful status tracking and communication of all project phases Clear and precise communication with vendors and the business Effective relationships with other Network Operations departments and divisions beyond Network Operations Effective relationships exists with other airline partners
9. Stakeholder Engagement - Projects	<ul style="list-style-type: none"> Development of Project Management documentation e.g. Initial Project Requests, 	<ul style="list-style-type: none"> Is the effective interface between vendor and users Potential problems and

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Accountability	Major activities	Performance Indicators
	Small System Enhancements <ul style="list-style-type: none"> Participate in user group and focus group meetings Provide point of contact with vendor during the implementation process of systems Liaise and extract system requirements from Business Units and implement systems in conjunction with IT 	<ul style="list-style-type: none"> challenges are identified early prior to system development Acceptance of new initiatives
10. Customer Service	<ul style="list-style-type: none"> Identify who your customers are (internal and external to company, if applicable) and ensure the delivery of consistent quality service to those customers 	<ul style="list-style-type: none"> Demonstration of behaviours aligned to Virgin Australia brand and expectations around service delivery evident
11. Operational Tasks	<ul style="list-style-type: none"> Create and deliver change requests to software vendors and I.T. Co-ordinate new software releases with I.T and vendors Manage and facilitate user acceptance testing Operations Systems Consultant providing system knowledge to Network Operations business units Awareness of new software releases, functionality and system upgrades Awareness of new technologies and solutions 	<ul style="list-style-type: none"> Change requests are developed to a clear and concise standard as well as ensuring a clear understanding of priorities and objectives are indicated Acceptance of Change Requests Minimal system bugs released into the production environment Issues and bugs resolved by vendors in line with agreed service level agreements
12. Other	<ul style="list-style-type: none"> Attendance to ad hoc requests from department leader, as agreed In the event the Leader is not available to fulfil the role e.g. on leave, have the ability to stand up and fulfil the Leader, Systems and Solutions role as required 	<ul style="list-style-type: none"> Task completed to the standard agreed

Competencies are relevant to every Virgin Australia team member. Please refer to the Virgin Australia Behavioural Guide for further detail specific to your position.

- Continuous Improvement and Strategic Focus
- Critical Thinking and Analysis
- Organisational and Social Commitment

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- People and Leadership
- Personal Awareness and Effectiveness
- Service Delivery
- Vivacity

Key Interactions

Internal	Department team members and team leaders, Network Operations Leadership Team (NOLT), team leaders and team members with other Network Operations departments, Duty Managers, other support team members within Network Operations
External	IT, team members of other divisions outside Network Operations, Software Vendors, Other Airlines, Focus Groups,

Major Challenges

- Support a “One Team” culture of communication, collaboration and empowerment in an environment of competing priorities
- Ensure “Think Customer” is incorporated in decision making
- Maintain integrity and enhance system functionality of the various operations software Ensure system integration and expected results are delivered to obtain the benefits of Flight Crew and Cabin Crew EBA's.
- Ensure projects are delivered within the desired time frames meeting required compliance and business requirements.
- Ensure vendors maintain the agreed level of service delivery and support quality.

Our Expectations

You are expected:

1. To be the ultimate Virgin Australia ambassador through living, breathing and promoting the Virgin Australia Values – Caring, Excellence, Individuality, Resourcefulness, Innovation, Enthusiasm and Integrity.
2. To demonstrate our Leadership Behaviours; Act with integrity, Be decisive, Act quickly, Listen to Guests and team members and Take responsibility.
3. To comply with and actively support all position, department and company policy and procedures
4. To be a team player – supporting a one in all in approach and a first to know, best to deal with
5. To demonstrate our Safety First philosophy – First to find, first to fix! Ensuring that you keep our workplace fair and safe – free of all forms of discrimination and harassment and free from injury and incident.
6. To engage the very best of your personality and enthusiasm and create memorable, positive and fun experiences for all.

Sign Off

I have read and understand the requirements of this position. I agree to consult with my Manager or Leader should I not understand the key accountabilities or expectations of me. I will carry out the position to the best of my ability and understand I must meet required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand the position description for my role is constantly evolving, based on emerging priorities and shifts in organisational and department needs, and therefore will be updated from time to time.

Team member name:	Signature:	Date:
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Manager/Leader's Name: Kirsty Hagen – Manager, Business Support Services	Signature:	Date: