Technology Assurance Specialist
Information Management

Position Detail

Reports To	Team Leader, Assurance and Compliance (A&C)	**Group**	Air Navigation Services, Operations Standards and Assurance
Classification	TP Band 3B /TO6/ ASA7	**Location**	Brisbane / Melbourne
Reports – Direct Total	None	**Position Number**	27867

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 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.

Primary Purpose of Position

As Technology Assurance Specialist Information Management, you will ensure that all asset management activities are compliant with the relevant technical governance and regulatory standards and to educate/communicate/guide the requirements to stakeholders. You are also to assist the technology competency standards in your area of expertise.

Accountabilities and Responsibilities

Position Specific

- You will ensure that asset management activities are compliant with all relevant technology standards and regulations in the ATM (Air Traffic Management) and Information Management environment;

- Author and maintain a corporate technical compliance register;

- Initiate level 2 assurance compliance with all relevant technical standards and regulatory obligations;

- Conduct risk based assurance reviews (desktop and field) and report of any findings;

- In conjunction CASR 171 audits and relevant internal/external audits, review our current governance implementation and assurance processes for continual improvement;

- Contribute to the baseline competency requirements for the ATM/Information Systems domain (both maintenance, engineering, Information) so to incorporate into the Technology Management System (TMS).

People

- Maintain an effective and proactive working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives; and

- Be part of a high performance team and work as one team.

Compliance, Systems and Reporting

- Ensure asset risk registers reflect current status with effective controls; and

- Assurance map developed to cross-reference all required technical (and software) standards and regulations.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Builds and maintains effective working relationships;

- Takes responsibility for actions, outcomes; and

- Full situational awareness of current risks and continuity short falls.

Commercial

- Awareness of consideration of financial aspects whilst carrying out the role.

Safety

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

Key Relationships

- Technical, Engineering and Information Systems Asset Management service providers (ANS & IM&DS);

- System Technical Advisors and Service Advisors;

- Asset Lifecycle Planners; and

- Team leader, Assurance and Compliance (A&C)

Skills, Competencies and Qualifications

- Understand the organisation's risk management framework;

- Understand the Asset Operations and functions used in the Air Traffic/Information Systems environment;

- Able to conduct Stakeholder management and consultation(s);

- Awareness of the current Service Level Agreements and contractual management including performance criteria and shared risk and reward mechanisms;

- Monitor the progress and impact of improvement actions;

- Describe the specify measures and methods for controlling identified risks;

- Integrate AM (Asset Management) related risk management with organisational risk management systems;

- Ability to research and keep currency of the latest technical and engineering standards (including software assurance);

- Identify potential disruptions to critical AM activities;

- Experience in understanding and developing processes and procedures, which define the Airservices engineering framework/Information Management and linkages to other processes and procedures. e.g. Technology Management System (TMS) and Safety Management Systems (SMS); and

- Ability to drive Quality Assurance through:
  - developing and maintaining a working knowledge of recognised guidelines, regulations and standards, and
  - Highly developed communication and interpersonal skills.

Qualifications

Essential

- Possession of (or gaining) a tertiary qualification at bachelor level in engineering or technology diploma or demonstrated equivalent qualifications and/or technology experience.

Desirable

- Mature Systems (software) Engineering process and IT Service Management capability.

Position-specific behavioural competencies

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks;

- Applying Expertise & Technology - Applies specialist and detailed technical/operational expertise, develops job knowledge and expertise through continual professional development, shares expertise and knowledge with others, uses technology to achieve work objectives, and demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity;

- Analysing - Analyses numerical data, verbal data and all other sources of information, breaks information into component parts, patterns and relationships, probes for further information or greater understanding of a problem, makes rational judgements from the available information and analysis, produces workable solutions to a range of problems, and demonstrates an understanding of how one issue may be part of a much larger system;

- Presenting and Communicating Information - Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility; and

- Adapting and Responding to Change -   Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

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.