

Reliability Engineer			
Level	1	Location	Brisbane Hangar
Department	Engineering Operations	Division	Fleet Engineering
Group	Operations	Direct Reports	Nil.
Reports to	Reliability Team Leader	Manager once removed (MOR)	Fleet Programs Leader
Created	April 2003	Updated	Dec 2017

Goals

My Role:	<p>The Reliability Engineer is responsible for carrying out a continuous review and analysis of the effectiveness of the Maintenance Program to ensure the continued safe, reliable and cost effective operation of the fleets using all appropriate data sources.</p> <p>You are also responsible for the development of analysis methods for determining reliability of components, equipment and processes, analyze data, prepare diagrams, charts, drawings, calculations and reports for defining reliability problems and make recommendations for improvements, considering the cost limitations for equipment, repair/replacement costs, weight, size and availability of materials/equipment. Determine the cost advantages of alternatives for developing action plans to comply with demands for reliability processes/equipment to avoid failures.</p> <p>As a proactive member of the Reliability team, you are expected to be self-sufficient and conduct your duties with reasonable independence. Key behavioral competencies are achievement drive, adaptability, proactivity, attention to detail, the ability to identify and seek critical information, problem solving, quality of thinking and Interpersonal effectiveness.</p>
My Department:	<p>The Engineering Department is responsible for the activities carried out by Virgin Australia and its contractors regarding the continuous airworthiness, reliability and configuration of the aircraft fleet to satisfy Regulatory and Company requirements in a cost effective manner.</p>

Virgin Australia

1. To be Australia's airline of choice.
2. To be Australia's best customer led organisation
3. To do for corporate travellers what we did for leisure travellers in 2000

Expertise

	Must have	Great to have
Knowledge	<p>An understanding of Reliability Centered Maintenance Concepts and the regulations and standards applicable to aircraft reliability programs.</p> <p>Knowledge of aircraft structure and systems including propulsion systems to a level at least equivalent to Level 1 on VA fleet type or similar.</p>	<p>Formal qualifications/ training in Reliability Engineering</p>

Qualifications	<p>The Reliability Engineer must:</p> <p>(a) hold, or have held, an aircraft engineer licence in category B1, B2 or C; or</p> <p>(b) hold, or have held, a licence that is equivalent to a licence in category B1, B2 or C; or</p> <p>(c) have a qualification in aircraft maintenance at least at Certificate IV level; or</p> <p>(d) have a qualification in aviation maintenance management at least at diploma level; OR</p> <p>(e) have an engineering qualification at least at diploma level in any of the following disciplines:</p> <p>(i) Aeronautical;</p> <p>(ii) Avionics;</p> <p>(iii) Mechanical;</p> <p>(iv) Electrical;</p> <p>(v) ElectronicsTrade or professional Engineering Qualifications.</p>	<ul style="list-style-type: none"> - Practical experience of aircraft maintenance - Understanding of industry regulations
Skills	Good analytical skills	<ul style="list-style-type: none"> - Advanced Microsoft Office suite skills.
Experience	At least 3 years' experience working in a Reliability and/or Maintenance role	<ul style="list-style-type: none"> - Previous experience as Reliability/ Technical Services Engineer in an airline. - Knowledge of aircraft operated by Virgin Australia

Key Accountabilities

Accountability	Major activities	Performance Indicators
1. People	<ul style="list-style-type: none"> • Interpersonal effectiveness • Team working 	<ul style="list-style-type: none"> • Maintain a positive attitude towards Virgin Australia values and promotes this within the team • The willingness and ability to work co-operatively and collaboratively with others and the versatility to take on different work roles. It includes the ability to adapt to work with a variety of situations, individuals or groups
2. Safety	Liaising with safety department as	Timely actioning of requests from

	required on reported defects or areas of concern	Safety Systems
3. Compliance	<ul style="list-style-type: none"> • Work in conformity with CAME, CAME MWI 2.11 and relevant MWIs and WIs. • Co-ordination for the production and publication of Fleet Reliability Reports • Timely evaluation of allocated service literature including cost analysis and consideration of world fleet experience • Responsible for reviewing the Reliability Program 	<ul style="list-style-type: none"> • Monthly report schedule availability. IE the percentage of monthly reports available on schedule • Timely and effective evaluation of service literature • Ongoing review of Reliability program alert levels
4. Quality	<ul style="list-style-type: none"> • Review of data integrity through reporting processes. • Reviewing processes on a regular basis to ensure Practices and Procedures are complied with. 	Number of non-conformances arising from internal and external audits.
5. Systems/Processes	<ul style="list-style-type: none"> • The operation of the company Reliability Program. • The monitoring and analysis of engineering on time performance. • Identification of rogue components and co-ordination of appropriate corrective action • Timely review of task interval recommendations through MPD revisions • Evaluation of maintenance task interval effectiveness and recommend escalation/de-escalation as appropriate • Co-ordinate the timely production and distribution of all Reliability Reports • Coordination of the Reliability Review Committee Meetings including timing, agenda items, production and circulation of the minutes. • Represent Reliability at relevant meetings • Participate in relevant manufacturer forums 	<ul style="list-style-type: none"> • Initiation of Reliability Issues related to on time performance alerts • Number of Reliability meetings conducted with agenda and minutes distributed in a timely manner. • Number of rogue components identified and removed from stock • Reliability reports distributed per time requirements. • Improvements implemented • Escalate of a component time limit or a check interval. • MPD revision completion time
6. Project Management	<ul style="list-style-type: none"> • Manage investigation of Reliability Issue projects 	<ul style="list-style-type: none"> • Coordination of Reliability Issues between Fleet Engineering to ensure

	<p>including:</p> <ul style="list-style-type: none"> • Performs root cause failure analysis to help prevent failures. • Liaising with manufacturers • Liaising with Fleet Engineering • Consider impact of costs on recommended action plans for correcting reliability problems • Involvement in the development of tools to improve Reliability processes • Manage the implementation of maintenance task interval escalation/de-escalation as appropriate 	<p>they are opened and closed in a timely manner.</p> <ul style="list-style-type: none"> • Apply data analysis tools to aid in root cause investigation • Monitor escalation/de-escalation as appropriate
7. Fleet Performance	<ul style="list-style-type: none"> • Maintain and enhance aircraft fleet performance with the aim to deliver aircraft dispatch reliability targets • Predictive and preventive maintenance activities • Monitor Daily Operations Report for Head start delays and AOGs • Monitor Fleet Performance action items and reports • Provide Technical analysis to optimize System Reliability 	<ul style="list-style-type: none"> • ATA specific Technical 15 D&C rates per quarter (Benchmark per OEM) • Analyze and action the ATA specific Alerts and exceedences identified by the Monthly Reliability report • Report and action (as required) Recurrent defects (systems and components) in a timely manner. • Awareness of Headstart delays, AOGs and action as required • Keep Up to date with latest information from Maintenance Providers and OEMs re-useable solutions (FTRP, FTD, SNLs etc.)

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

Key Interactions

Internal:	Fleet Engineering Engineers, Maintenance Watch Engineers, Supply Department, Maintenance Program Engineers, Business Support, Aircraft Planning, Aircraft Records, On Time Performance Analysts
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External:	Maintenance Providers, Aircraft, Engine and Component manufacturers
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Major Challenges

- Ensuring the integrity of the Reliability Data received from Maintenance Providers and Records
- Contributing toward developing improvements to the overall technical reliability of aircraft in the airline fleet.
- Ensuring that Virgin Australia aircraft are kept safe and reliable and that OTP meets expectations by driving in significant reliability improvements.

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:
Manager/Leader's Name:	Signature:	Date: