



Senior Technical Standards Specialist

Position Detail

Reports To	Technical Standards Lead	Group	Chief Service Delivery Officer
Classification	MRP1	Location	Brisbane preferred Canberra/Sydney/Melbourne
Reports – Direct Total	Nil		

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 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 towers at international and regional airports, and provide aviation rescue firefighting services at 27 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 Senior Technical Standards Specialist, you will ensure the Technology Management System (TMS) and Part 171 Operations Manual design and application enables efficient and effective technical change management, system management and competency management requirements. You and the team will focus on continual improvement, which may require changes in the design of the TMS, gaining optimisation for Airservices in a complex technical environment, whilst aligning to industry standards. The design will meet our regulatory and legislative obligations, industry standards and competency frameworks. You will educate, communicate and maintain the framework and standards documents, gaining organisational understanding and uptake.

This role will organise and set the work program for a team of technical specialists and work with subject matter experts and regulatory bodies to review, inform and understand regulatory changes including ICAO and CASA. Where required you will be expected to champion regulatory changes required by the organisation.

This position is critical, due to the highly dynamic, diverse technical environment and the importance of solid assurance governance practices across all of our technology. The position will require your specialist knowledge to give solid direction, tactical involvement and to be a valuable member of a high performing team.

Accountabilities and Responsibilities

Position Specific

- You will ensure the design of the TMS meets key Airservices obligations including CASR Part 139H, 171, 172, 173 and 175 technology requirements;
- You will continuously review the TMS and its suite of procedures to ensure it is effectively delivering on our obligations and can be efficiently applied;
- Author and publish the governance framework, standards and procedures related to the TMS including system management, competency management and change management;
- Work across the value chain to identify and promote the benefits of TMS organisationally;
- Set the work program of a team of technical standard professionals and be responsible for the prioritization of the defined work programs against the corporate strategy and the investment plan;
- You will interpret governance processes and stay current on industry standards for compliance within the TMS;
- Provide subject matter expertise, so to educate / communicate on the change(s) to our stakeholders and projects on requirements associated with CASR Part 171;
- Chair a range of working groups including Technical Operations Working Group (TOWG) defence, Joint Technical Operations Team (JTOT) and Engineering Community of Practice (CoPE);
- Lead (within Service Standards) CASR Part 171 regulatory reform providing subject matter expertise on regulatory requirements associated with 171 to enable effective service delivery;
- Work with framework custodians to ensure integrated process design and application with a focus on safety, security, risk and asset requirements.
- Organisational contact and support for the management of the TMS;

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives;
- Develop and maintain trusting relationships with key internal and external stakeholders to ensure open and effective communication;
- Mentor technical standards specialists and uplift capability across Service Standards;
- Be part of a high performance team and work as one team; and
- Oversight the work of a high performing team to ensure delivery of the defined work program.

Compliance, Systems and Reporting

- Ensure Airservices has controls within the TMS framework to support compliance to key obligations
- Report on deficiencies, which may impact our compliances or severely compromise our operations, using our risk registers and management reporting (up to Board level);
- Perform the role of the National TMS contact lead, so to enable stakeholders and business to have a single point of contact;
- Converse with Legal Counsel and other external bodies including ICAO and CASA, with areas which may require compliance clarification.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies;
- Perform the role of TMS lead, to ensure we maintain safe operations of our assets and people.

Key Performance Indicators

Efficient, Effective and Accountable

- Builds and maintains effective working relationships;
- Takes responsibility for actions, outcomes;
- Full situational awareness of current risks and short falls of the TMS;
- Effective management of subject matter experts and work of staff within the team; and
- Ensure work tasks are completed as per requirements and delivered within agreed times.

Commercial

- Consideration of financial aspects whilst carrying out the role.

Safety

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

Key Relationships

- Technical and Engineering Asset Management service providers;
- System Technical Advisors and Service Advisors within Airservices;
- Technology Business Managers (BMLD, BMLP, BMAS) as described under the TMS;
- Competency, Asset Management and Regulatory external professionals;
- Legal representatives (Airservices Legal Counsel);
- Defence Technical Working Group;
- Project Managers delivering change related to technology;
- All Framework Leads and custodians;
- Technical Standards Lead.

Skills, Competencies and Qualifications

- Knowledge and understanding of the application of the TMS within Airservices;
- Ability to gain improvements and efficiencies in frameworks, standards and procedures;
- Understanding of the relevant regulations and standards including (but not limited to)
 - CASR Part 171 and associated MOS and advisory circulars
 - ISO9001, ISO:55001, ISO:31000
 - ICAO Annexes and SARPs
 - Professional Engineering Legislation
- Developed analytical and design skills, and the ability to be creative and innovative in developing new or improved processes and services to meet changing business needs;
- Well-developed interpersonal, representation and communication skills (both orally and written) – including a proven ability to develop, influence and maintain productive working relationships at all levels;
- Able to plan efficiently and execute with no supervision.

Essential

- A relevant degree, diploma or certificate from an Australian Tertiary Institution, and/or proven demonstrated experience;

- Understanding of technical service delivery, customer and user requirements to ensure a fit for purpose Technical framework;
- Professional Engineering legislation understanding and application;
- Understanding of ISO 31000 Risk Management – Principles and Guidelines, with respect to lines of defence in managing risks;
- Solid knowledge in CASR 171 regulatory requirements; and
- Experience in change management and / or governance processes.

Desirable

- Exposure to competency frameworks in a technical environment;
- Engineering “V” model understanding; and

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.