Airspace Technology Work Area Lead

Position Detail

Reports To	Airspace Technology Team Leader	**Group**	Chief Technology Enablement Officer – Airspace Platform
Classification	Technology Professional Band 3 (TP3B)	**Location**	Melbourne
Reports – Direct Total	< 12		

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 fire fighting services at 26 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

The *Airspace Platform* group in CTEO is responsible for the on-going management, maintenance and sustainment of Technology systems that form part of the National Airways System (NAS).

As **Airspace Technology (AT) Work Area Lead (WAL**) working on the Airspace Technology supported systems, you will effectively lead the activities of a specialist technical team and be responsible for the technical performance, sustainment and enhancements of one or more operational software-based airways systems, ensuring the systems meets its agreed technical performance requirements and continues to provide services to industry.

The immediate focus of the role is to provide technical leadership and engineering expertise for the delivery of projects and support of systems.

This includes:

- Provide the team with task assignment;
- Provide input into performance reporting and anticipated resource requirements;
- Perform system design, maintenance and support tasks throughout the system life-cycle in accordance with Airservices safety and system management policies, frameworks, guidelines and procedures;
- Apply Systems Engineering and specialist expertise in the areas of planning, design, acquisition and implementation of new systems and upgrades to existing systems;
- Manage the technology change process, ensuring effective configuration management and change control is put in place;
- Risk management; and

- Act as a trusted technology advisor. Provide technical leadership and guidance as required, including safety and security guidance

Accountabilities and Responsibilities

Position Specific

- Perform systems engineering tasks in accordance with the Airservices' Technology Management Framework (TMF) and other relevant processes, policies and guidelines. These include (but are not limited to):
  - o Design and develop technical specifications and standards that meet customers' requirements;
  - o Manage in-depth investigations, analysis and diagnosis of complex system issues, and recommend and implement solutions;
  - o Prepare and peer-review test plans, test cases and participate in various levels of system testing for new system implementations, approved enhancements and software updates for existing systems;
  - o Gather, analyse and report system performance data, recognise trends and identify areas in need of improvement to ensure reliability and maintainability of systems;
  - o Prepare documentation related to system upgrade activities such as system requirements specifications, statement of requirements, project proposals and detailed cost estimates; and
  - o Manage on-going system changes as they occur to assure technical integrity at the system level.
- Report and manage the resolution of safety hazards identified with the supported systems within a specified timeframe
- Provide specialist technical expertise to projects
- Actively participate in cross training to develop specialised skills and technologies
- Maintain awareness of industry and technology developments, standards and regulations
- Monitor service levels and manage service level agreements to ensure that outcomes are achieved and that superior customer service is provided
- Provides domain and technical leadership, task assignment and direction to the work group and facilitate the efficient and effective delivery of the work group's goals

People

- Establish and maintain effective working relationships with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Manage own performance in ways that earn the trust of management team and other members of the team, including consistent modelling of supportive behaviors
- Actively participate in knowledge sharing with and coaching/mentoring less experienced team members
- Be part of a high-performance team with an emphasis on an accountable performance culture
- Act in the position of Airspace Technology Team Leader when required

Compliance, Systems and Reporting

- Support implementation of enterprise technology management systems and governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance
- Ensure that your work and the work of the team complies with all engineering, technical, security, quality, safety, legal and regulatory requirements, policies, standards and processes
- Adhere to Airservices security and information management policies and guidelines

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

- Comply with Airservices WH&S, Safety & Risk Management processes, policies & guidelines

- Identify potential system safety risks and take appropriate action to prevent, address or escalate safety related system issues eliminating any adverse impact on the system or operations

- Participate in or contribute to hazard reviews, assessments and safety reports relevant to Air Traffic Management systems

Key Performance Indicators

Efficient, Effective and Accountable

- The support of current operational systems achieves its specified levels of continuity of service
- That no in-service systems maintained by the Engineering Support Team is found to be the cause of a safety-related incident due to a:
  - System management or maintenance procedural specification error;
  - Human factors error attributable to poor procedural specification.
- Level of domain capability & knowledge management

Commercial

- Demonstrate sound financial, risk management and commercial judgement in respect of vendor and supplier engagement and contract management to ensure value for money outcomes

Safety

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

Key Relationships

As a member of Airspace Platform Group, your key relationships are:

- Airspace Platform Management branch and staff

- Asset Lifecycle Planning

- Internal stakeholders including:

  - Air Traffic Controller and Network Co-ordination teams;

  - Internal engineering, security, architecture teams; technical services and

  - Project teams

- External suppliers and service providers

Skills, Competencies and Qualifications

The Airservices competency framework applies to this role. Behavioural competencies in line with the Technology Professional Band 3 (TP3) level apply with the focus areas as noted below. This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA).

SFIA framework skills

Category	Sub-category	Skills	Level
Development & implementation	Systems Development	Systems Development Management (DLMG)	5
		System Design (DESN)	5
		Safety Engineering (SFEN)	5
		Testing (TEST)	4
		Systems integration and build (SINT)	6
Delivery & Operation	Technology management	Systems Installation and removal (HSIN)	5
		Release and deployment (RELM)	5
	Service management	Problem Management (PBMG)	5
		Change Control (CHMG)	5

Qualifications and Experience

- **Essential**: A degree in Engineering or Information Technology from an Australian tertiary institution or certified equivalent qualification (for overseas qualifications)

- **Essential**: A sound understanding of and demonstrated experience applying Systems Engineering practices throughout the SDLC and system management processes

- **Essential**: Extensive experience in the design, development, testing and implementation of robust and reliable software systems. This includes the over-arching aspects of quality assurance and configuration management

- **Essential**: Demonstrated experience in stakeholder and vendor management

- **Essential**: Demonstrated ability to take ownership of tasks and work as a senior member of a dynamic team, including ability to coordinate/manage a work group/project team and work under limited direction to achieve positive outcomes

- **Essential**: Strong documentation skills with experience in preparing and reviewing solution architecture documents and system design documents, including alignment to strategies and existing initiatives

- **Highly Desirable**: Experience in designing, maintaining, and supporting air traffic management systems and associated components, in particular:

  o N-tier architectures and distributed systems ;

  o Real-time systems;

  o Message handling; and

  o Internet technologies.

- **Highly Desirable**: Satisfy the eligibility requirements for registration as a Chartered Professional Engineer (CPEng) with Engineers Australia, or eligibility to obtain RPEQ

- **Desirable**: Understanding of Information Security Manual (ISM) and demonstrated experience in adhering to ISM principles and applying ISM controls

- **Desirable**: Understanding of DO-278A guidelines, software assurance levels and relevant processes and artefacts

Security Clearances

- Must be Australian Citizens

- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level

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.