Senior Systems Engineering Specialist

Position Detail			
Reports To	Team Leader – Technical Monitoring and Software Engineering	**Group**	Chief Technology Enablement Officer – Airspace Platform – Technical Monitoring and Software Engineering
Classification	Technology Professional, Band 3A (TP3A)	**Location**	Melbourne
Reports – Direct Total	0		

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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

As a Senior Systems Engineering Specialist, you will

- Provide advanced systems engineering expertise and technical leadership for the delivery of projects for airways systems, applications and ancillary services.

- Contribute to the development of other team members through coaching, mentoring and review of completed work.

You may also be required to provide systems engineering expertise for the support of existing systems.

Accountabilities and Responsibilities

Position Specific

- Provide subject matter expertise, project management and technical leadership for the specification, design, development, procurement and implementation of new systems and changes to existing systems.

- Effectively and efficiently investigate, manage and implement changes to complex and safety critical systems in accordance with Airservices' technical, security, quality and safety standards and all legislative and regulatory requirements.

- Prepare and review submissions, reports, specifications, designs, test plans, procedures, policies and other technical and non-technical documentation.
- Fulfil a System Technical Advisor and Project Technical Lead role for one or more systems as required.
- Provide instruction, guidance and review for the work completed by less experienced team members.
- Analyse data, business needs and other information to determine a range of solutions to existing problems and to develop new ideas, strategies, approaches, improvements or insights.

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
- Promote and model Airservices core behavioural values and conduct all activities in a professional and appropriate manner.
- Participate in team cross-skilling activities and provide coaching and mentoring to team members to assist them in their work and the development of their skills.
- Manage own performance and activities in a way that earns the team's trust and respect across all areas of work.
- Liaise with external support providers, as applicable, for the delivery of new systems, system updates and resolution of complex issues.

Compliance, Systems and Reporting

- Support implementation of enterprise technology management systems and governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance.
- Ensure your work complies with relevant engineering, technical, security, quality, safety, legal and regulatory requirements, policies, standards and processes.
- Adhere to Airservices' security and information management policies and guidelines.
- Participate in the organisation's Work Performance System.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Identify and effectively manage system related risks, hazards and issues to militate against system interruptions, failures and personal injury.
- Ensure that the support and engineering expertise provided is delivered in a consistent and timely manner with a focus on safety and quality.
- Discharge safety accountabilities as defined in Airservices' Safety Management System. This also encompasses Workplace Health & Safety accountabilities.
- Advise the Team Leader or Business Manager of safety, security and business risks so that the risks can be managed effectively.

Key Performance Indicators

Efficient, Effective and Accountable

- Tasks are completed efficiently, prioritised based on their significance and criticality, and completed within agreed timelines.
- Supported operational systems achieve the required levels of continuity of service.
- System changes are implemented in accordance with relevant processes and policies.

Commercial

- System support and project activities are completed in a manner that maximises the return on investment and minimises costs.

Safety

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

Key Relationships

As a member of Chief Technology Enablement Officer (CTEO) Group, your key relationships are:

- Airspace Platform Management team and staff
- Other engineering teams and support services within CTEO group
- Internal stakeholders including:
    - Service Delivery operational teams;
    - Asset and Capability Lifecycle Management;
    - Safety Management and Risk Assurance
    - Internal technical services and support teams; and
    - Project teams.
- External vendors and service providers.

Skills, Competencies and Qualifications

Technical Capabilities and Experience

- Extensive experience and understanding of technologies, devices, applications and protocols used in low level data communications (e.g. RS232/422/485) and system monitoring (e.g. SNMP).
- Good practical understanding of electronic and electrical circuits (fuses, relays, batteries, low voltage AC/DC etc.).
- Configuration, administration and management of computer operating systems and hardware.
- Experience in providing engineering support for the procurement and implementation of complex systems, including investigation, management and resolution of technical issues.
- Demonstrated ability to work under limited direction as a senior member of a dynamic team and provide technical leadership for completion of projects and support activities.
- Excellent communication and interpersonal skills, with the ability to prepare and present high quality technical and non-technical documents, reports, reviews and procedures for a range of audiences.

Behavioural Competencies

- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight.
- Delivering results and meeting customer expectations, including: focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals.
- Adhering to principles and values, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; builds diverse teams; and encourages organisational and individual responsibility towards the community and environment.

Qualifications

- A degree in Electronics, Electrical or Telecommunications Engineering from an Australian Tertiary Institution, or certified equivalent international qualification, that is eligible for registration with the Board of Professional Engineering Queensland.

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.