

DAS Technical Training Specialist

Position Detail			
Reports To	WSIA Transition Senior Advisor	Group	Service Delivery
Classification	ASA 7A or Secondment	Location	Melbourne, Sydney, Brisbane
Reports – Direct Total	Nil	Term	2 Years Fixed Term

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 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.

The Western Sydney International Airport (WSIA) Change Program is responsible for the planning, development, and implementation of Airservices' service delivery expansion at WSIA. The WSIA Change Program is delivering various aspects of Airservices' capabilities to enable WSIA to open in 2026: Digital Aerodrome Services (DAS) (including initial DAS capability at Canberra), Airfield Systems (AS), Aviation Rescue and Fire Fighting Services (ARFFS), and Airspace change.

Primary Purpose of Position

As a DAS Technical Training Specialist, you will implement innovative and high-quality competency-based training solutions to ensure effective and efficient training outcomes, to meet the needs of the Digital Aerodrome Solution (DAS) and associated supporting systems, required to be implemented for the introduction of Western Sydney International Airport (WSIA).

This role supports the program engineering and technical training needs, to enable the commissioning, operation and maintenance of the system and technology required for the WSIA program (particularly the DAS technology area).

The role will lead the development of training material and delivery of technical training, assist in building workforce capability and ensure compliance with CASA and Airservices regulatory requirements.

Accountabilities and Responsibilities

Position Specific

- Align technical training programs with Operational and Business needs
- Provide technical training subject matter expertise to the program and other projects
- Monitor and evaluate the effectiveness of training programs and outcomes
- Review training performance, identify and execute improvements which improve overall training performance
- Provide guidance and support to the business and stakeholders as appropriate on aviation and RTO regulations and standards (i.e. CASR Parts 65, 143 and 172 and ASQA RTO standards)
- Apply the ATS training governance framework
- Develop and deliver technical training to support training and assessment for program technical roles, and technical certifications
- Contribute to program specific safety documentations as required, to allow system certification and engagement with CASA
- Contribute to and support internal and external audits and investigations where training is identified.

People

- Build effective relationships with key stakeholders
- Collaborate with key stakeholders to ensure timelines and business objectives are delivered in a timely manner
- Lead, collaborate and coordinate with subject matter experts and instructional designers ensuring training programs meet operational standards and business objectives
- Collaborate with staff, leadership and stakeholders to continuously improve available training and identify development opportunities and options
- Support Equity and Diversity and WHS principles and procedures
- Maintain an effective working relationship with other Airservices staff to ensure there is effective coordination of all activities in support of organisational objectives
- Work within the WSIA team and wider BAU teams to achieve required outcome of the program

Compliance, Systems and Reporting

- Maintain accurate training records and equipment, manuals, and training materials
- Contribute to internal and stakeholder performance reports
- Maintain standards, policies and procedures that support cost-effective Training solutions

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Communicate and manage the importance of safety in the conduct of all training activities
- Discharge safety accountabilities as defined in Airservices Safety Accountabilities and Responsibilities (AA-NOS-SAF-007)
- Ensure compliance with all WHS procedures and workplace health and safety principles and corporate initiatives

Key Performance Indicators

Efficient, Effective and Accountable

- Training metrics that measure the effectiveness of training
- Nil non-compliance notifications and audit findings of corrective action

Safety

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

Key Relationships

Reports to

- WSIA Transition Senior Advisor

Collaborates with

- Technical Transition Manager
- BAU technical team
- Training Leaders - responsibilities and accountabilities for training framework requirements, standards, procedures and performance. The design and development of innovative and compliant training solutions to support technical workforce deployment and capability
- Simulator Team Leaders – lead the team in exercise design, development and maintenance, collectively monitor simulator performance and simulator configurations, system software upgrades, data changes and validation for the ATS operational and training platforms
- Training Specialists – coordination of training requests cognisant of operational priorities and business continuity requirements, and stakeholder management to ensure training quality, simulator exercise fidelity
- Service Improvement Leaders – coordination of upcoming change and ensuring training deliverables are met in a timely manner
- WSIA Change Program Team

Skills, Competencies and Qualifications

- Minimum 5 years recent experience in training within the aviation industry
- Demonstrated knowledge and application of Civil Aviation regulations (e.g CASR Parts 65, 143 and 172) and Registered Training Organisation standards and practices
- Demonstrated knowledge and application of adult learning principles and competency-based training, particularly in an operational service delivery environment
- Excellent written and oral communication skills with high level attention to detail and accuracy
- Strong organisational and computer skills, specifically Microsoft Office programs and the ability to become an effective user of new technologies
- Ability to be successful in a fast-paced, flexible working environment with tight deadlines
- Advanced analytical skills to diagnose and remediate individual or systemic training issues
- Demonstrated ability to maintain collaborative working relationships, including with accountable leaders
- Demonstrated ability to resolve issues in a positive manner through negotiation and consultation with other team members and stakeholders
- Demonstrated ability to deal with sensitive issues and maintain confidentiality
- Ability to obtain an Aviation Security Identification Card
- Strong Commercial acumen
- Experience in a training delivery or presentation /facilitator role

Qualifications

- Tertiary qualification, preferably in an Aviation, Engineering or Training and Education related discipline
- OJTI qualification (desirable)
- ATSWpA qualification (desirable)
- Certificate IV in Training and Assessment (desirable)

Demonstrated competencies in the following areas

- **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; and encourages organisational and individual responsibility towards the community and environment.
- **Relating & Networking**, including establishes good relationships with customers and staff; builds wide and effective networks of contacts within the organisation; relates well to people at all levels; and manages conflict.
- **Presenting and communicating information**, including: speaks clearly and 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; and projects credibility.
- **Applying Expertise & Technology**, including applies specialist and detailed technical expertise; develops job knowledge and expertise through continual professional development; shares expertise and knowledge with others; and uses technology to achieve work objectives.
- **Planning and organising**, including: sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organise resources needed to accomplish tasks; and monitors performance against deadlines and milestones.

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.