Technology Standards
Team Leader

Position Detail			
Reports To	Technology Assurance Manager (TAM)	**Group**	Air Navigation Services, Operations Standards and Assurance
Classification	ASA 8	**Location**	Brisbane
Reports – Direct Total	Up to 4		

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 140 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 control towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

Primary Purpose of Position

As the Technology Standards Team Leader, ensure the TMS (Technology Management System) design and application meets ISO: 55001 (Asset Management), Engineering/ITIL practices, risk standards and competency principles.

You will lead your team to implement continual improvement, which may require changes in the design, to gain optimisation for Airservices complex technical environment. The design will meet our regulatory obligations, industry standards and competency frameworks.

Educate, communicate and maintain the framework and standards documents, to gain organisational understanding and uptake.

Initiate and lead your team in providing level 2 assurance audit/surveillance activities to ensure correct implementation and execution of the TMS across Airservices.

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 requires specialist knowledge to provide solid direction, tactical involvement and ensure a high performing team.

Position Specific

- Ensure the effectiveness of the TMS (Technology Management System) by gaining feedback from stakeholders and through implementation reviews, with consideration of ISO:55001 asset management and ISO:31000 risk standards;

- Facilitate and/or act to improve that effectiveness and update the design for continuous improvement of TMS using engineering and information technology change processes;

- Author and publish the governance framework and standards related to the TMS ;

- Promote the goals and benefits of TMS organisationally;

- Apply change management principles and rigor around the governance framework;

- Refine the governance processes, stay current of industry standards and ensure compliances within the TMS;

- Provide subject matter expertise, to educate/communicate on the change(s) to our stakeholders;

- Facilitate with the development and maintenance of an effective Airservices Technology Support Network (ATSN) which in essence are external technology organisations providing support to Airservices and their ability to do so ;

- Responsible for the management of the National ATE (Airservices Technology Endorsement) process, so to ensure competency of technology staff and the registration of Engineering professionals where applicable;

- Engage in CASR 171 regulatory audit findings and relevant internal/external audits in concert with the said frameworks; and

- Able to communicate with your Manager to ensuring clear understanding of expectations and your accountability.

People

- Maintain an effective and proactive 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;

- Organisational contact and support for the management of the TMS;

- Be part of a high performance team and work as one team; and

- Manage and ensure your direct reports are performing to a high standard.

Compliance, Systems and Reporting

- Ensure Airservices meet the necessary requirements and controls within the TMS framework and varied complex standards;

- Report on deficiencies, which may impact our compliances or severely compromise our operations, using our risk registers and management reporting (up to Board level);

- Ensure TMS tools are effective for organisational use;

- Perform the role of the National TMS lead assurance, so to ensure correct implementation of the TMS; and

- Converse with Legal Counsel and other external bodies, with areas which may require compliance clarification

Safety

- Demonstrate safety behaviours consistent with enterprise strategies;
- Perform the role of lead assurance, to ensure we maintain operational 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;
- Identification of appropriate metrics for analysis and interpretation of information to monitor the business benefits of TMS strategies;
- Effective management of subject matter contract staff and staff within the team; and
- Ensure work tasks are completed as per requirements and delivered within agreed times.

Commercial

- Awareness of consideration of financial aspects whilst carrying out the role.

Safety

- Compliance with safety, risk, environmental and any other related standard.

Key Relationships

- Technical and Engineering Asset Management service providers (ANS & IM&DS & ARFFS);
- All System Technical Advisors and Service Advisors within Airservices;
- All Technology Asset Business Managers (BMLD,BMLP,BMAS) as described under the TMS;
- Competency, Asset Management and Regulatory external professionals;
- Legal representatives (Airservices Legal Counsel) ; and
- Technology Assurance Manager (TAM)

Skills, Competencies and Qualifications

- Extensive knowledge and understanding of the application of a Technology Management System and application of;
- As the subject matter expert, incrementally gaining improvements and efficiencies of the TMS frameworks and skilfully deploy;
- Proven ability to demonstrate an understanding of the ISO:55001 standards and awareness of changes to the standard;
- Proven ability to demonstrate an understanding of the ISO:31000 standards and application of;
- Proven ability to demonstrate an understanding of the CASA - CASR Part 171 and application of;
- Demonstrate well-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;
- Demonstrate experience in managing and developing specialist contacts that can provide subject matter expertise in or across many broad areas;

- Undertake tasks and scale to align with project management methodologies and see the task to completion;
- Be highly autonomous and demonstrate ability to plan efficiently and execute with no supervision; and
- Demonstration of presentation skills in a well-structured and logical way.

Qualifications/Knowledge

Essential

- A relevant degrees, diplomas or certificates from an Australian Tertiary Institution, and/or proven demonstrated experience;
- ISO:55001 standards comprehension and application of;
- RPEQ System (Registered Professional Engineer of Queensland) regulation comprehension;
- Understanding of ISO 31000 Risk Management – Principles and Guidelines, with respect to lines of defence in managing risks;
- Solid knowledge in CASR Part 171 regulation requirements (CASA) ; and
- Experience in change management and/or governance processes.

Desirable

- Exposure to competency frameworks in a technical environment;
- ITIL foundation certification (or higher);
- Engineering "V" model understanding; and
- SFIA - Skills Framework for the Information Age understanding.

Position-specific behavioural competencies

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
- Applying Expertise & Technology - Applies specialist and detailed technical/operational expertise, develops job knowledge and expertise through continual professional development, shares expertise and knowledge with others, uses technology to achieve work objectives, and demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Analysing - Analyses numerical data, verbal data and all other sources of information, breaks information into component parts, patterns and relationships, probes for further information or greater understanding of a problem, makes rational judgements from the available information and analysis, produces workable solutions to a range of problems, and demonstrates an understanding of how one issue may be part of a much larger system
- Presenting and Communicating Information - Speaks 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; projects credibility.
- Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

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; and

- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.