



Engineering Specialist

Position Detail

Reports To	Eurocat/INTAS Team Leader	Group	Information Management and Data Services – Service Design and Delivery – Air Traffic Management Systems – Eurocat/INTAS Support Team
Classification	Technology Professional Band 2 (TP2)	Location	Melbourne
Reports – Direct Total	0		

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 **Engineering Specialist**, you will provide software support, software verification and validation, software configuration management, as well as software or systems engineering for Air Traffic Management Systems.

Accountabilities and Responsibilities

- Provide support and configuration management of software based systems in accordance with Airservices' and industry standard software engineering processes and principles.
- Follow defined processes for the installation and validation of new software releases.
- Contribute to the maintenance, review, development and improvement of processes and procedures for the support and validation of Air Traffic Systems as well as non-technical documentation.
- Provide specialist technological expertise to the systems and software supported by the team.
- Investigate and manage the correction of software and system defects.

- Formulate test plans and participate in the various stages of Acceptance Testing for Air Traffic Management systems.
- Produce/review test plans, test cases, test books and test reports including participating in system specification.
- Participate in leading projects and activities which entail interaction outside of the immediate team.
- Provide other technical support to the Eurocat/INTAS Team Leader and Work Area Leads as required.
- Fulfil a System Technical Advisor role for one or more systems, as required.

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.
- Assist in the supervision and delegation of work to other staff to ensure work goals and objectives are achieved.
- Build effective relationships and liaise with internal customers and system users to provide technical support.
- Participate in team cross-skilling activities and provide supervision, coaching and mentoring to less experienced team members to assist them in their work and the development of their skills.
- Act in senior roles during staff absences, when required.

Compliance, Systems and Reporting

- Support implementation of enterprise technology management systems, procedures and policies.
- 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.
- Contribute to the identification and management of system related risks and issues.
- Ensure that the support 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 Framework. 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.
- Software systems and tools developed are well engineered and easily maintainable.
- Supported operational systems achieve the required levels of continuity of service.
- Software and system changes are implemented in accordance with relevant processes and policies.

Commercial

- Software/Adaptation development and system support activities are completed in a manner that maximises the return on investment and minimises costs.

Safety

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

Key Relationships

As a member of Information Management & Data Services (IM&DS) Group, your key relationships are:

- IM&DS Service Design & Delivery Management branch and staff.
- IM&DS Asset Lifecycle Planning.
- IM&DS Service Strategy.
- Air Navigation Services (ANS) operational teams;
- Internal technical services and support teams;
- Project team and
- External vendors and service providers (e.g. Thales, Sensis and Adacel)

Skills, Competencies and Qualifications

Technical Capabilities and Experience

- Experience with Air Traffic Management systems or large scale, real time systems
- Experience in test life cycle, test processes and test procedure.
- Experience in providing systems and software support including investigation of software and data defects, management and resolutions of complex defects.
- System administration of computing platforms including creation of scripts and processes for the configuration of systems.
- Systems engineering including experience in the production of design documents, user requirements and specifications, test plans and reports.
- Highly developed communication skills both in written and oral form, appropriate to use in discussions with technical and non-technical staff, managers, end-users, suppliers and industry personnel.
- A well-developed ability to promote cooperative working relationships. This applies to the users of Airways systems and data, external suppliers and internal providers of infrastructure support and technical maintenance.
- Ability to work independently and with minimal supervision on technical, operational and administrative tasks and projects.

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

- Computer Science, Information Technology or Engineering degree, with an emphasis on Software Engineering, from a recognised Australian university or certified equivalent international qualification..

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.