



Technical Officer

Airways Technical Services

Position Detail

Reports To	Team Leader	Group	ATS
Classification	Technical Officer Band 3	Location	Melbourne
Reports – Direct Total	Nill		

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 Technical Officer, you will perform maintenance and/or support to airways facilities as per prescribed standards, so as to ensure the operational safety and integrity of the national airways system.

The work primarily involves applied technical skill in the maintenance support of specialised airways systems technology and may consist of a variety of duties that involve different and unrelated processes and procedures.

The position reports to a designated senior Technical Officer or Team Leader in the conduct of regular duties, and in an overall service context to the designated Manager.

Accountabilities and Responsibilities

Position Specific

- In a maintenance service delivery context undertake preventive and corrective maintenance activities in accordance with prescribed processes and procedures.
- Maintain an awareness and understanding of the impact that work undertaken can have on Airservices systems.

- Timely and accurate data entry in the maintenance management systems.
- Conduct and communicate that contributes to a high standard of customer service.
- Actively identify opportunities for continuous improvement of service delivery and work practices.
- Work in accordance with directed priorities and the ability to exercise initiative in context of adhoc service requests.

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.
- Coaching, mentoring and developing of junior staff within the workgroup.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Efficient and effective service delivery to ATC; ARFF; engineering staff; project officers and external customers.
- Accurate and timely data provided for maintenance system and processes.

Safety

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

Key Relationships

- Team Leader – Assignment of day to day maintenance activities; assignment of project work; overall work management; HR issues and processes; Training and Development.
- Band 4 and 5 ATS Staff – Assignment of day to day maintenance activities; Mentoring / Advice and coordination of work.
- Junior staff – to supervise and advice in the conduct of on-site activities.
- Internal Customers – Service delivery to ATC staff; ARFF; other field technical staff; engineering staff; project officers and external customers.

Skills, Competencies and Qualifications

Skills

Demonstrated ability to work with limited technical guidance, in the maintenance and/or support of the national airways system and associated equipment. Ability to obtain the Technical Certifications relevant to the position	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
Demonstrated ability to accurately diagnose routine faults and failures. Ability to seek supervisory engagement when not operating within normal conditions.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
Demonstrated ability to plan, organise and perform activities and tasks with limited guidance, for cost effective outcomes combined with appropriate people skills.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable

Ability to prioritise workload based on importance within the monthly planning cycle. Ability to decide on sequence of actions within work package requirements.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
Ability to seek clarification where situations present outside of known work parameters.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
The ability to accurately apply a knowledge and understanding of the equipment, policies, procedures, instructions and other relevant documentation, appropriate to the position. This particularly applies to quality assurance and airways maintenance documentation relevant to the position.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
Demonstrated verbal and written communication skills, combined with computer literacy skills relevant to the position, and experience with Airservices (or equivalent) management information systems.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
Ability to use/exchange factual information with Key Stakeholders to reach an agreement. Ability to negotiate the sequences of work with broader project plans.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
A knowledge and commitment to the principles and practices of Equity and Diversity, the WHS Act and its Regulations, and a demonstrated willingness and ability to implement these in the workplace.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable

Qualifications

<p>The minimum academic qualification for technicians as specified in the Manual of Standards (MOS) Part 171.</p> <p>Diploma of Technology in one or more of the following:</p> <ul style="list-style-type: none"> • Radio engineering • Communications engineering; • Electrical engineering; • Electronic engineering; • Computer science; • Information technology; or • Qualifications equivalent to the above. 	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
Current Australian Driver's Licence.	<input checked="" type="checkbox"/> Essential <input type="checkbox"/> Desirable
The possession of relevant licensing as specified by Legislative and/or Airservices requirements.	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable
Provide First Aid Certificate.	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable
ACMA Data Cabling Licence.	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable
Contractor White Card.	<input type="checkbox"/> Essential <input checked="" type="checkbox"/> Desirable

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.