Program Test Manager – Sydney KSA Tower Program

Position Detail			
Reports To	Technology Testing Services Senior Advisor	**Group**	CTEO
Classification	MRP 1	**Location**	Sydney (preferred) Melbourne
Reports – Direct Total	TBC	**Term**	2 year 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 control towers at international and regional airports, and provide aviation rescue firefighting 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.

Sydney Kingsford Smith Airport (KSA) Tower Program

The existing Air traffic control tower at Kingsford Smith Airport (KSA) was constructed in 1994 with a design life of 40 years. Since commissioning, the tower has been sustained through regular maintenance. The tower now requires mechanical, structural and electrical upgrades, plus rectification of work health and safety (WHS) issues and other general refurbishment works.

In addition to these building works, an upgrade from the current Eurocat tower technology system to INTAS is required. INTAS is a critical enabler of the OneSKY Program as it provides the required interfaces for integration with CMATS Air Traffic Management (ATM) functions.

Airservices Australia is embarking on a program of works to implement the above changes and to sustain the facility to support Sydney and national operations in the coming years. Works will be completed through two projects:

1) Life Extension (LEX) – implementing building refurbishment and services upgrades.
2) Technology – Implementing INTAS and supporting changes into Sydney Tower.

Primary Purpose of Position

The Program Test Manager will be responsible for planning and coordinating the program test and evaluation activities (Life Extension (LEX) project and Technology project) and for ensuring that activities are resourced and executed as planned.

The Program Test Manager is required to work across multiple stakeholder groups including the Sydney KSA Tower Program, Vendors/Suppliers, Technical Teams, Operational and Business teams/SMEs to effectively manage and deliver program testing outcomes. This role is also responsible for identifying and establishing the testing capabilities (test resources, tools, environments) required to deliver the test and evaluation activities across the program.

Accountabilities and Responsibilities

Position Specific

The Program Test Manager will be responsible for the following:

- Management, coordination and delivery of the Verification and Validation (V&V) testing activities for the Sydney KSA Tower program involving both the infrastructure and technology projects.
- Conduct test initiation and planning activities such as identifying test requirements and scope, deriving test estimates and schedules, and planning of test resources, tools and infrastructure
- Define test strategy and approach for the program including the development of program Test and Evaluation Master Plan (TEMP) to effectively manage and deliver testing outcomes.
- Development of testing work packages in consultation with the program/project manager and establishment and coordination of project test team/resources for conducting testing activities.
- Lead and manage Airservices led testing activities across, including but not limited to, System, System Integration, User Acceptance and Operational testing phases.
- Perform test monitoring and controlling activities including regular status tracking and ensuring delivery against the agreed test scope, budgets and schedules.
- Assist and support the vendors/suppliers in the planning, development and execution of testing activities within their scope, including review and endorsement of test outputs
- Review and coordinate approval of all certificates (inspection, Refurbishment etc), permits (building, occupancy, etc), reports (BCA compliance, acoustic, testing etc) submitted by the Head Contractor, including Contractors Verification and Validation Plan, Contractors Commissioning Method Statement and Test Sheet format and content
- Ensure Verification Cross Reference Matrix (VCRM) checklist/verification for requirements being met during Refurbishment; site inspection reports describing the engineering works progress, any defects, deficiencies, or deviations from agreed directions, plans or specifications
- Stakeholder engagement, coordination and support in planning, design, development and execution of V&V testing activities across all phases of testing.
- Coordinate test environments and data setup for Airservices led testing activities, including any support needed for the vendors/suppliers.
- Ensure use of Airservices testing tools – Microfocus ALM for test and defect management including test documentation, test execution, reporting and analysis of testing activities and outputs.
- Perform project test governance and assurance activities including defining, measuring and reporting test metrics and KPIs, and compliance to airservices relevant processes and polices.
- Participate in program meetings and provide regular status reports to the program stakeholders and as required by the Program Manager and the Technology Testing Services SA.
- Support verification activities just prior to Practical Completion, including defect inspections and detailed reporting, and Support verification activities at completion of rectification of all defects for assessment, and coordinating the sign-off report approval
- Identify and report testing risks and opportunities along with action plans to manage/mitigate them.
- Support site inspections, reviews, witnessing and reporting across the commissioning process
- Evaluate testing results, and provide test summary reports with independent testing recommendations for decision making as part of the testing signoff and commissioning process.
- As the testing subject matter expert on the program, provide required advice and guidance to the stakeholders on all testing related matters.
- Ensure appropriate storage and baselining of all test artefacts and assets, and ensure smooth handover and transition to the BAU operational teams.

People

- Maintain effective working relationships and liaise with the program stakeholders, including Airservices internal teams and external clients and vendors
- Manage own performance in a way that earns the team's trust and respect across all areas of work.
- Promote and model Airservices core behavioral values and conduct all activities in a professional and appropriate manner.
- Participate in recruitment activities as required for the program
- Coach and mentor program test team members as required

Compliance, Systems and Reporting

- Ensure that your work complies with all Airservices technical, security, quality, safety, legal and regulatory requirements, policies, standards and processes.
- Adhere to Airservices security and information management policies and guidelines.
- Ensure testing activities are performed as per the Airservices technology management standards and technology testing procedures.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Discharge safety accountabilities as defined in Airservices' Safety Management System. This also encompasses Workplace Health & Safety accountabilities.
- Advise the Technology Testing Services Manager of safety, security and business risks so that the risks can be managed effectively.

Key Performance Indicators

Efficient, Effective and Accountable:

- Delivery of assigned testing activities and artefacts as per the stated role responsibilities
- Delivery against the defined plan – scope, timelines and budgets
- Quality of deliverables – Test Strategy (TEMP), Test and Defect documentation, Reports, etc.
- Overall Test effectiveness and efficiency of the Airservices led test phases
- Compliance to Airservices policies and processes, such as the Testing standards, Change Management, System Management plans, etc.
- Timely and accurate reporting and status updates
- Effective Risk and Issue management related to the testing activities

Commercial

- Delivery of assigned testing activities as per the stated role responsibilities and agreed plans
- Delivery of agreed artefacts to the required standard of quality for the program

Safety

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

Key Relationships

As a member of Technology Testing Services unit within Chief Technology Enablement Officer Group, your key relationships are:

- Sydney KSA Tower Program Manager (reporting manager on the program)
- Technology Testing Services Senior Advisor (reporting manager from testing CoE function)
- Sydney KSA Tower Project Manager
- Sydney KSA Tower Program/Project stakeholders
- Technical Teams within the Service Delivery Group
- CTEO Technology, Security, Service Integration and Change Management teams
- Business and Operational teams – Process owners, users, Business SMEs & managers
- Safety and Risk Management Teams
- External vendors – Service integrators, 3rd party system vendors, Testing Services vendors

Skills, Competencies and Qualifications

- 5+ years of experience at a Program Test Manager capacity on complex programs, preferably across infrastructure and integrated operational technology domains.
- Strong skills and experience in leading and coordination of Verification and Validation testing activities mainly across System, System Integration, User Acceptance and Operational Testing phases, including both the functional and non-functional testing aspects
- Strong skills in test planning and development of program level test strategies/plans, and ability to estimate and identify suitable testing approaches and methods for large programs
- Demonstrated experience working with suppliers/vendors, technical, business and operational teams in supporting and delivering program testing outcomes.
- Demonstrated skills and experience in review and assessment of testing artefacts and outputs, and perform test assurance and governance activities at both the program and project levels, including overseeing vendor delivered testing services and KPIs.
- Comprehensive understanding of overall system engineering/development lifecycle processes with indepth knowledge and expertise in Verification and Validation testing processes, phases and methodologies, and the industry testing standards – IEEE 1012/29119, TMMi.
- Ability to develop comprehensive test documentation and reports including providing Test Summary Reports and Test Recommendations to senior stakeholders across the program
- Ability to identify and manage key dependencies, constraints and risks, and effectively communicate and manage testing risks and issues.
- Experience and skills in managing and coordination of test environments/lab setup
- Experience or skills in test management tools, particulary with HP/Microfocus Quality Center / Application Life Cycle Management (HP QC/ALM).
- Skills and experience in management of test automation and non-functional testing including Performance and Load Testing would be added advantage
- Effective communication, negotiation and stakeholder relationship management skills
- Good leadership and people management skills with positive attitude and influence
- Delivering results and meeting customer expectations
- Tertiary qualification in IT or Infrastructure/construction would be highly regarded
- Formal training and certification in testing, quality assurance and control is highly regarded
- Test management skills and experience in Infrastructure, Operational Technology - Air Traffic Management Systems or Safety critical systems/domains will be highly regarded.
- Experience and understanding of the National Construction Code, Australian Standards, and legislative building requirements and certification would be highly regarded.

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 & taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values of Airservices.
- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit;