

Position Description

Version: 15

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## Uncrewed Services Air Traffic Management (ATM) Specialist

### Position detail

Reports to	UTM Program Manager
Classification	MRP1
Group	Chief Customer and External Relations
Location	All, Canberra/Brisbane/Melbourne Preferred

### 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.

Airservices is currently undergoing a transformation. We have ten, large-scale and exciting change programs being delivered to meet the needs of the ever-changing airspace environment and our customers. To address these evolving needs, Airservices has established the Uncrewed Services Change Program to deliver cutting-edge services to our emerging airspace users, including Uncrewed Aircraft Systems (UAS) operators (or 'drones') and Advanced Air Mobility (including 'air taxis'). Airservices is delivering digital and automated capabilities that will underpin Australia's UAS Traffic Management (UTM) system, providing new services to our emerging customers, and leveraging newly built capabilities to transform the delivery of air traffic management sustainably into the future.

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

The Uncrewed Services ATM Specialist is a key role for the successful delivery of the UTM program within Uncrewed Services. The role will provide ATM knowledge and expertise to support the successful delivery of the Uncrewed Services change program and its pathway for integration into ATM.

You will report to the UTM Program Manager and support the Uncrewed Services change program by providing ATM subject matter expertise on domestic and international developments, contribute to the strategy and overseeing project compliance with regulatory standards, navigating through developing certification and verification pathways, and effectively communicating with diverse stakeholders. You will also utilise your expertise to shape the strategy and implementation of enhanced drone detections capabilities and responses developed within the Airspace Surveillance workstream.

You will work closely with Uncrewed Services change program project teams, both internal and external, to support the benefits realisation including supporting the safe growth of the UAS industry in Australia. You will be an integral part of the Uncrewed Services program utilising your ATM domain knowledge and ATC expertise to shape and guide the program to successful delivery.

## Accountabilities and responsibilities

### Position Specific

- Understand the current airspace construct and Air Traffic Controller considerations. Apply that knowledge to advice in the CASA regulation pathway and FIMS development.
- Utilising technical knowledge of air traffic management and air traffic control, contribute to the development of concept of operations and operating concepts for the Flight Information Management System and broader UTM ecosystem, and Airspace Surveillance (enhanced drone detection), including identifying strategies to reduce and optimise controller workload.
- Collaborate with emerging airspace entrants, distilling complex ATM technical information and airspace constructs and translating into a pragmatic and practical application approach to the development of the UTM ecosystem and supporting airspace constructs.
- Working collaboratively with the change management team and business change managers, providing expertise on how best to engage with our air traffic controllers and broader ATM teams.
- Identify human factors considerations and support development of associated documents for the Uncrewed Services change program.
- Collaborate and engage with the safety team to support the safety analysis and evaluation work for the Uncrewed Services change program.
- Support project requirements development utilising domain knowledge and experience.
- Distil technical information into digestible content for audiences with varying levels of technical expertise.
- Write, contribute to, and review technical documents including but not limited to Concept of Operations, Technical Standards, Roadmaps, Position Statements, training materials.
- Ensure compliance of projects through developing certification pathways that meet (and where relevant, exceed) regulatory requirements and applicable industry standards.
- Advise on scope changes, quality assurance and other technical aspects of projects within Uncrewed Services change program.
- Keep abreast of industry standards development relating to ATM, and where appropriate and in consultation with the UTM Program Manager and Airspace Surveillance Program Manager, incorporate into project planning and deliverables.
- Ensure the leaders within the Uncrewed Services change program are aware, and projects are compliant with, relevant legislation and regulations relating to ATM.
- Support the Uncrewed Services change program to achieve program objectives and benefits within scope, time quality and budget constraints.
- Support development of Uncrewed Services change program strategy documentation both internally and externally.
- Monitor and interpret regulatory and policy documents and determine impact on Uncrewed Services change program.
- Provide ATM subject matter expert support on procurement activities including development and evaluation of RFX documentation and responses.
- Identify and monitor global ATM developments relevant to the UTM ecosystem.
- Use your industry knowledge and relationships to develop and implement strategies to optimise and support the safe growth UAS operations in the Australian market.
- Provide input into and support the Uncrewed Services Advisory Network and associated working groups.
- Participate in UTM working groups domestically and internationally where appropriate.
- Travel to attend workshops and conferences where 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.
- Collaborate with multidisciplinary teams providing guidance and expertise to groups with varied technical background.
- Collaborate with cross functional teams including Air Traffic Controllers, engineers, researchers, project managers to integrate UTM and Airspace Surveillance solutions into existing systems and processes.
- Support and educate team members on ATM concepts.
- Communicate effectively with stakeholders with different levels of expertise, including government agencies, industry partners and internal teams to gather requirements, provide updates and address concerns.
- Coordinating internal organisation support for Uncrewed Services change program deliverables to resolve problems.

## Compliance, Systems and Reporting

- Ensure activities adhere to internal Airservices' policies and regulatory requirements including safety, environmental, risk and compliance.
- Comply with Airservices processes and procedures including management instructions and national operating standards.

## Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Support UTM and ATM safety program by liaising with safety team and supporting the development of safety artefacts.
- Support project compliance with applicable safety standards.

## Key performance indicators

### Efficient, Effective and Accountable

- Builds and maintains effective relationships at strategic and working levels.
- Contribute to the achievement of Uncrewed Services objectives.
- Deliverables are completed to a professional standard and within deadlines.
- Understand complex technical concepts and transform them into clear concise and engaging materials to stakeholders with varying technical knowledge.
- Effective management of workload, completing priorities and own performance.

### Safety

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

## Key relationships

- FIMS vendor
- Airspace Surveillance vendor/s
- Air traffic controllers and ATM standards teams
- Members of the Airservices Value Chain
- UTM Industry Stakeholders
- Civil Aviation Safety Authority (CASA)
- Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA)

## Skills, competencies and qualifications

- Qualified (civil or military) as an air traffic controller
- Experience (3+ years) working in the aviation industry with working knowledge of airspace management, aviation regulatory frameworks and certification processes.

- Proven track record of leading projects through complex certification and/or pathways
- Strong analytical and problem-solving skills.
- Excellent communication skills with the ability to convey technical information to diverse audiences through written documents, presentations and discussions.
- Experience working collaboratively with industry partners in an often ambiguous and nascent environment.
- Proficiency in writing technical documents including reports, concept of operations, and specifications with attention to detail and accuracy.
- Strong teamwork and collaboration skills with the ability to work across multi-disciplinary teams and influence decision making processes.
- Detailed working knowledge of standards and regulatory framework relevant to ATM.
- Demonstrated ability to work independently, support multiple projects and meet tight deadlines in a dynamic environment.
- Familiarity with UTM operationalisation and/or standards highly 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.
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