



Digital Information Technology – Principal Advisor

Position Detail

Reports To	Enterprise Architecture Manager	Group	CTEO TSAP
Classification	TBC	Location	Canberra/Melbourne/Brisbane
Reports – Direct Total	Nil		

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 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.

Our business is facing significant disruptions driven by COVID, new entrants, new business models and digital technologies. In this context, the unit provides a critical capability enabling us to explore, define, innovate, and realise our forward-looking business design and the role we have in the rapidly evolving global aviation sector.

Primary Purpose of Position

As the Principal Advisor – Digital Information Technology, you will provide the oversight and custodianship of the digital information technical landscape.

You will provide subject matter expertise across digital information services including the identification and building of new capability.

Role in Context

The Airservices value chain operating model starts with our customers' experience and needs. Regardless of where you sit in the organisation, and how much direct interaction you have with customers, you must have a service first mindset, seeking to deliver on outcomes.

While much of what we do and the services we deliver will continue into the near future, the way we work and the way we support our customers will change.

Customers will be the anchor that keeps us aligned and focused as an organisation, and our people must operate in a collaborative and consistent way across the value chain so that the organisation thinks, acts and works as one Airservices. This way, each role contributes to providing even greater

value to our customers by increasing flexibility and reducing barriers to change and improving the productivity and efficiency of our internal operations.

Our new operating model enables each function to operate in an integrated way where the sum of the parts is greater than each individual group. Every role at Airservices is required to engage broadly across the organisation, connecting and collaborating with teams across the value chain, to deliver their mandate. Our people will demonstrate ownership of their role and function by accepting accountability for outcomes. Our people will be future focused, embracing change and seeking to proactively identify and solve problems and challenges.

Accountabilities and Responsibilities

Digital Information Technology Advisory

- Provide oversight and custodianship of the digital information technology technical landscape.
- Provide subject matter expertise across digital information services.
- Ensure all investments in digital information platforms align to the organisations strategy by taking a long-term view of the organisations goals and industry trends.
- Initiate new and enhanced service offerings aligned to customer outcomes and expectations.
- Identify and, in conjunction with various platform heads, build capability to meet future digital information services outcomes.
- Ensure that all applications and services which utilise the digital information services are fit for purpose and delivered in the most cost-effective model.
- Continue to review industry trends to ensure changes in technology or delivery methods are captured and included in the portfolio planning processes to reduce risk of technology debt.

People

- Establish and maintain effective working relationships with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.

Key Relationships

- Senior business stakeholders such as Executives and Heads of Business Units.
- Business services team including other specialists and unit managers.
- Business partners, suppliers, industry groups and other relevant stakeholders.
- Staff across Airservices.

Skills, Competencies and Qualifications

Strategic thinking and value creation

- Enterprise Architecture level understand of Digital Information Platforms and the ecosystem in which they operate.
- Demonstrated experience working with, and deep knowledge of, digital information platforms and development tools.
- Strong product management experience in the delivery of business lead technical services.
- Strong financial acumen and detailed understanding of the cost models for operating a service as a product.

Strong stakeholder management, communications, and negotiation skills

- Ability to influence and drive for the outcome in a matrix style organisation through strong stakeholder engagement.

- Actively develops and maintains recognised expert level knowledge and expertise through continual professional development.

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.