



## Senior Software Engineering Specialist

### Position Detail

<b>Reports To</b>	Team Leader – Technical Monitoring and Software Engineering	<b>Group</b>	Information Management and Data Services – Service Design and Delivery – Air Traffic Management Systems – Technical Monitoring and Software Engineering
<b>Classification</b>	Technology Professional 3B	<b>Location</b>	Melbourne

### 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 Senior Software Engineering Specialist, you will

- Provide advanced expertise for the delivery of engineering support, enhancements and projects for a variety of airways software applications, systems and ancillary services.
- Lead the software engineering activities of other team members by providing high level tasking, work prioritisation, work review, mentoring and coaching.

### Accountabilities and Responsibilities

#### Position Specific

- Effectively and efficiently investigate, manage and implement corrections and enhancements to software in complex and safety critical systems in accordance with Airservices' technical, security, quality and safety standards and all legislative and regulatory requirements.
- Provide subject matter expertise, project management and technical leadership for capital projects through all project phases for the design, development and implementation of new software based systems.
- Prepare and review submissions, reports, specifications, test plans, procedures, policies and other technical and non-technical documentation.
- Fulfil a System Technical Advisor role for one or more systems as required.

- Provide high level task assignment and oversight at a technical level to other software engineering specialists to ensure that system support and project priorities and deadlines are being met.
- Improve the capabilities and effectiveness of other engineering specialists within the team through mentoring, coaching and review of completed engineering tasks.
- In conjunction with the team leader, ensure that:
  - The direction and objectives of the team align with Airservices mission, vision, strategy and business objectives.
  - Team members are fully utilised, project work targets are being met and the performance of supported systems is being improved.

## 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.
- Participate in team cross-skilling activities and provide coaching and mentoring to team members to assist them in their work and the development of their skills.
- Manage own performance and activities in a way that earns the team's trust and respect across all areas of work.
- Work cooperatively and proactively with the Technical Monitoring and Software Engineering team leader to identify and resolve people issues within the team, including resourcing requirements and interpersonal issues.
- Participate in the recruitment of new team members.
- Contribute to setting work performance objectives for team members and provide input into work performance assessments. However, you will not be accountable for the performance management of other team members, nor for personnel administration activities.
- Liaise with external support providers, as applicable, for the delivery of system updates and resolution of complex issues.
- Act in the position of Team Leader, Technical Monitoring and Software Engineering, when required.

## Compliance, Systems and Reporting

- Support implementation of enterprise technology management systems and governance systems and policies, including Safety, Environmental, WHS, Risk and Compliance.
- Ensure that your work and the work of the team complies with all engineering, technical, security, quality, safety, legal and regulatory requirements, policies, standards and processes.
- 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
- Identify and effectively manage system related risks, hazards and issues to militate against system interruptions, failures and personal injury.
- 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 System. 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

- Supported operational systems achieve their specified levels of continuity of service
- Capabilities and effectiveness of engineering specialists within the team is improved through mentoring, coaching and cross-skilling
- Performance and reliability of supported systems is improved

### Commercial

- The delivery on time, on budget and to the required standard of quality of the deliverables for specified capital projects and support activities

### Safety

- Compliance with safety, risk, environmental and any other standards
- That no in-service systems maintained by the team is found to be the cause of a safety-related incident due to a:
  - System hardware or software design or implementation issue;
  - System management or maintenance procedural specification error;
  - Human factors error attributable to poor system design or implementation; or,
  - Human factors error attributable to poor procedural specification.

## Key Relationships

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

- IM&DS Service Design & Delivery Management team and staff.
- IM&DS Asset Lifecycle Planning.
- IM&DS Service Strategy.
- Internal stakeholders including:
  - Air Navigation Services (ANS) operational teams;
  - Internal technical services and support teams; and
  - Project teams.
- External vendors and service providers.

## Skills, Competencies and Qualifications

### Technical Capabilities and Experience

- Good understanding of industry standard methodologies for the design, development, testing and maintenance of software applications (DO-278A highly regarded).
- Advanced programming skills and experience in a range of languages and frameworks used within the supported systems, which may include Java (SE and EE), C, C++, Python, ASP .Net MVC, and SQL.
- Experience in analysing, designing, developing and testing software solutions for complex safety critical applications, and in providing support for the delivered systems.
- Windows and Linux operating system administration expertise, including the creation of shell scripts and processes for managing system configuration.
- Excellent communication skills with the ability to write high quality technical and non-technical documents, reports and procedures for a range of audiences.
- Demonstrated ability to take ownership of tasks and work as a senior member of a dynamic team.

- Detailed knowledge and understanding of Airservices and Civil Aviation Safety Authority regulations, frameworks and policies governing the management and support of engineering and technical systems used for provision of Air Traffic Control and Air Navigation Services (training is available for new employees).

#### 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 a specialisation in 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.