



## Senior Technical Officer

### Airways Technical Services

#### Position Detail

<b>Reports To</b>	Team Leader	<b>Group</b>	Technology Enablement
<b>Classification</b>	Technical Officer Band 4	<b>Location</b>	Melbourne
<b>Reports – Direct Total</b>	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.

#### Primary Purpose of Position

As a Senior 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 complex and specialised airways technologies, and may consist of a variety of duties that involve different and unrelated processes and procedures.

The safety of Airservices air traffic system is the most important consideration when carrying out any duties associated with this position.

#### Accountabilities and Responsibilities

##### Position Specific

- In a maintenance service delivery context, with limited guidance undertake technical work which may include:
  - Preventative and corrective maintenance;
  - Software management;

- Hardware modifications;
- Technical investigations; and
- Project planning and implementation activities.

This work will span multiple systems and/or domains of technology, in accordance with prescribed processes and procedures.

- Maintain an awareness and understanding of how multiple systems/domains integrate across operational services, and the impact that work undertaken can have on operational service delivery.
- May be given responsibility for a designated function within the maintenance work centre or designated facility or range of facilities supported by the work centre.
- May provide technical advice to management, and other business units within the organisation.
- 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.
- Ensure data relevant to all work undertaken is recorded promptly and accurately in the maintenance management systems, and that related engineering and safety issues are communicated via prescribed systems in a timely and accurate manner.
- Conduct and communication that contributes to a high standard of customer service.
- Focuses on customer needs and satisfaction
- Consistently completes assigned tasks and achieves goals
- Communicates with manager and stakeholders credibly and constructively
- Contributes professional insights to team based on experience and education
- Plans and prioritises tasks ahead of time to ensure meeting deadlines

## **People**

- The position reports to a designated Technical Specialist or Team Leader in the conduct of regular duties, and in an overall service context to the designated Manager.
- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- Require leadership and supervision of subordinate technical staff, including trainees and external contractors in the conduct of routine and non-routine work.
- Coaching, mentoring and developing of other staff within the workgroup. Where appropriate provide technical on-the-job training (OJT) and assess the technical competencies of team members.

## **Compliance, Systems and Reporting**

- Take part in the implementation of enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.
- Ability to obtain an Aviation Security Identification Card.
- Australian Citizenship (requirement for Defence Baseline Security Clearance).

## **Safety**

- Demonstrate safety behaviours consistent with enterprise strategies and documented processes.

## Key Performance Indicators

### Efficient, Effective and Accountable

- Adherence to agreed technical system performance metrics to meet customer service obligations.
- Accurate and timely data provided for prescribed maintenance systems and processes.
- Builds and maintains effective working relationships across the business.
- Maintains a customer focus when delivering technical outcomes.
- Takes responsibility for actions and outcomes.

### Commercial

- Application of Airservices financial policy and procedures when utilising authorised systems to procure.

### Safety

- Compliance with Airservices and industry safety, risk, environmental frameworks and standards.

## Key Relationships

### Your relationship to:

- Team Leader – Take direction from Team Leader, who holds overall accountabilities for the teams work performance, and adherence to schedule and compliance requirements. Team Leader also provides HR assistance and manages team training and development requirements.
- Technical Specialist – Take technical guidance from Technical Specialists in relation to specific technology domains. Technical Specialist will assign work activities.
- Technical Officer Band 2/3 - Supervision/mentoring/advice, coordination of work.
- System Technical Advisors – Technical support activities including investigations and assurance tasks.
- Internal Customers - Service delivery to operational areas, and other technical areas and stakeholders.

## Skills, Competencies and Qualifications

- Minimum academic qualification for technicians as specified in the Civil Aviation Safety Authority (CASA) Manual of Standards (MOS) Part 171.

Diploma of Technology in one or more of the following:

- Radio engineering
- Communications engineering;
- Electrical engineering;
- Electronic engineering;
- Computer science;

- Information technology; or
  - Qualifications equivalent to the above.
- ACMA Data Cabling Licence (Desirable)
- Restricted Electrical Licence (Desirable)
- Apply a knowledge and understanding of the equipment, policies, procedures, instructions and other relevant documentation, appropriate to the position.
- Plan, organise and perform activities and tasks with limited guidance, for cost effective outcomes
- Demonstrated ability to work with limited technical guidance, preferably in the maintenance and/or support of the National Airways System and associated equipment.
- Perform technical operation, maintenance, installation and integration of systems within the specified domain using higher order communication skills.

### 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; and
- 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.