

Air Traffic Management Information Specialist

Position Detail			
Reports To	Network Operations Line Manager	Group	Information Management & Data Services
Classification	Trainee/Journeyman/AT MIS	Location	Canberra
Reports – Direct Total	-		

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 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 an Air Traffic Management Information Specialist (**ATMIS**), you will be a flexible worker focussed on customer service, who proactively contributes to the Network Coordination Centre (NCC) to deliver optimal services to Australia's aviation industry and community. You will be working shifts based on a 24/7 rostering requirement.

ATMISs source, clarify, coordinate and distribute varying formats of aeronautical information and air traffic management data in a safe, orderly and expeditious manner within the Australian Flight Information Regions (FIRs), delivering the right information to the right stakeholder at the right time.

Across a wide range of stakeholders both internal and external to Airservices, an ATMIS may assist in delivering the following key functions of the NCC:

- The Australian Notice to Airmen (NOTAM) Office (international and domestic NOTAM management)
- Briefing Office services (pilot briefing and flight notification processing)
- The Australian Communications Centre (Air Traffic Services Messaging management)
- Australian Air Traffic Flow Management (coordinating air traffic through Australia's airspace)
- Generation of Flex Tracks (daily wind-optimal tracks for airlines to save flight time and fuel)
- Meteorological Collaborative Decision Making in conjunction with the Bureau of Meteorology function (NCCMET)
- Abnormality coordination

Accountabilities and Responsibilities

Position Specific

- Management of pre-tactical flight information and processing of ATFM data
- Pre-flight briefing, flight plan acceptance and processing
- Processing of Australian domestic and international Notice to Airmen (NOTAM)
- Provide a data analysis and transmission service for the Aeronautical Fixed Telecommunications Network
- Provide support to the Network Operations Line Manager with regard to performance and conformance issues

People

- Customer-focussed approach to communication with all internal and external stakeholders.
- Establish effective working relationships with all internal and external stakeholders.
- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Respond to manager requests as required
- Work as an effective member of a team
- Apply Airservices Values and Code of Conduct

Compliance, Systems and Reporting

- Evaluate and manage multiple priorities and tasks within tight timeframes whilst delivering optimal outcomes
- Coordinate with internal and external stakeholders
- Ensure timely follow up and tracking of issues
- Ensure scheduled tasks are completed in a timely manner

Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- This role is a Safety Sensitive Aviation Activity as defined in the Civil Aviation Safety Regulations, 1998.

Key Performance Indicators

Efficient, Effective and Accountable

- Timely and relevant provision of accurate information
- Resolution and/or escalation of issues

Commercial

- Customer-focused service delivery

Safety

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

Key Relationships

- Network Operations Line Managers and ATMIS colleagues – to provide specialist information, data support and report to colleagues and managers as required.
- Internal Business Groups (Air Navigation Services, Aviation Rescue and Fire Fighting, Airways and Business Systems, Aeronautical Information Management) – Provide advice and support

as required/directed on matters relating to the provision of aeronautical information and traffic management

- External stakeholders (airlines, pilots, Defence, CASA, International ANSPs, AUSSAR, Aerodrome Operators) – Liaise for the provision, clarification and sourcing of aeronautical information

Skills, Competencies and Qualifications

- Demonstrated customer focus in a service delivery environment
- Proven data entry capability with high attention to detail
- Strong problem solving and analytical skills
- Computer literate with demonstrated ability to learn new software applications.
- Highly developed communication and interpersonal skills.
- Demonstrated ability to perform duties under general direction with limited supervision
- The ability to meet ASIC security clearance requirements, pre-employment medical assessment including drug and alcohol testing
- Significant experience in transport and/or services industry. (highly desirable)
- Appropriate tertiary or industry-specific qualifications (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.