

Network Performance & Analysis

ATM Performance Analyst – Reporting Development

Position Detail			
Reports To	Metrics and Reporting Development Team Leader	Group	Information Management & Technology
Budget Accountability	Nil	Location	Canberra
Delegations – Administrative Financial	Per instrument of delegations	Reports	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 102 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.

The Air Traffic Management (ATM) Network Performance and Analysis (NP&A) group is responsible for providing Operational Reporting and Analysis insights into the performance of the air traffic network.

Primary Purpose of Position

The role is primarily responsible for the preparation and delivery of daily, weekly, monthly and annual air-traffic operational reports. This will involve understanding the performance data, graphical visualisations and basic underlying statistics, and also writing the narrative and developing metrics to enable managers and customers understand the story behind the data.

Accountabilities and Responsibilities

Position Specific

- Undertake analysis and interpretation of performance data (aircraft, airspace and airport) using available software programs (Tableau, ODAS - Operational Data Analysis Suite; an Airservices system).
- Contemporary knowledge of ATM systems (Eurocat & Harmony) and processes (AFTM, sequencing, traffic management)
- Develop, deliver and maintain tailored reporting solutions to inform decision making and support the analysis, evaluation and reporting of the ongoing performance of the Airservices air-traffic network.
- Maintain competency and currency with developments in key NP&A application programs.
- Interface with IT experts on the development and implementation of software and reporting solutions.

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.

Compliance, Systems and Reporting

- Maintain compliance with enterprise governance systems and policies, including Safety Environment, WHS and Enterprise Risk

Safety

- Employees are accountable for ensuring that their day-to-day activities comply with Airservices Safety Management System (SMS) including Workplace Health and Safety requirements.

Key Performance Indicators

Efficient, Effective and Accountable

- Accurate, timely and comprehensive analyses and reports.
- Demonstrated initiative in development of new analysis and reporting capabilities.
- Challenges assumptions, demonstrates understanding and takes responsibility for actions and outcomes.

People

- Effective communication and liaison with stakeholders and team members.

Safety

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

Key Relationships

- Staff within ATM Network services including NCC(National Coordination Centre)
- ANS(Air navigation Services) & CSE(Customer Service Enhancement) Groups

Skills and Competencies

- Extensive front end (visualisation) Tableau experience, and basic back-end (data management /general ETL).
- Extensive SQL experience.
- Extensive technical writing and report development experience.
- Well-developed research, analytical and problem solving abilities.
- Knowledge of ATM systems (Eurocat & Harmony) and processes (AFTM, sequencing, traffic management).
- Proven ability to accomplish tasks with accuracy and attention to detail.
- Proven ability to self-direct and self-learn new technical skills.
- Tertiary qualifications in science, engineering, analysis, statistics or a related discipline.

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet Airservices 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 our good reputation.