



Software Engineering Specialist

Position Detail

Reports To	Team Leader – Technical Monitoring and Software Engineering	Group	Information Management and Data Services – Service Design and Delivery – Air Traffic Management Systems	
Classification	Technology Professional, Band 1 (TP1)	Location	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

The Software Engineering Specialist (TP1) is an entry level position that works with more experienced engineering and technical specialists to provide software support, enhancements and development for a variety of Airways Systems, including associated applications and test tools.

Accountabilities and Responsibilities

Position Specific

- Assist in the performance of system management tasks which include but are not limited to:
 - Investigating, analysing, diagnosing and correcting system and software defects.
 - Specifying, designing, developing and testing of approved enhancements and software updates.
 - Developing and maintaining system support documentation, such as manuals and procedures.
 - Collecting and analysing system data for the assessment of system performance and long-term trends.
 - Participate in the design, development, testing and commissioning of new systems for the improvement of the National Airways System and supporting infrastructure.
- Ensure the integrity and maintainability of systems by contributing to the management and control of system configuration items including hardware, software and documentation.

- Undertake tasks in support of engineering activities, while adhering to guidance provided in Airservices' Technology Management Manual and System Development Manual.

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.
- Undertake regular peer discussion and knowledge sharing with Engineering Specialists as required to achieve agreed outcomes.
- Liaise with team members and stakeholders on issues involving technical explanation and/or interpretation.
- Manage own performance and activities in a way that earns the team's trust and respect across all areas of work.

Compliance, Systems and Reporting

- Support implementation of enterprise technology management systems, procedures and policies.
- 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

Key Performance Indicators

Efficient, Effective and Accountable

- Software systems and tools developed are well engineered and easily maintainable.
- Supported operational systems achieve the required levels of continuity of service.
- Software and system changes are implemented in accordance with relevant processes and policies.

Commercial

- Software development and system support activities are completed in a manner that maximises the return on investment and minimises costs.

Safety

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

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

- Demonstrated ability to follow industry standard methodologies for the design, development, testing and maintenance of software applications.
- Programming skills in a range of languages and frameworks used within the supported systems, which may include Java, C, C++, Python, MS .Net Frameworks and SQL.
- Ability to design and maintain relational databases, including providing user support.
- Experience with the administration of Windows and Linux operating systems, including the creation of shell scripts and processes for managing system configuration.
- Capable of rapidly learning new systems, architectures and programming languages.
- Excellent communication skills with the ability to write high quality technical and non-technical documents, reports and procedures for a range of audiences.

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 an emphasis on 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.