

POSITION DESCRIPTION

TITLE:	PRINCIPAL NETWORK SUPPORT ENGINEER
BUSINESS UNIT:	Technology
LOCATION:	Christchurch
REPORTS TO:	Team Leader Network Support
BUSINESS GROUP:	System Operator
DIRECT REPORTS:	NIL
INDIRECT REPORTS:	NIL

OVERVIEW

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic control, surveillance, communication, flight inspection, mapping and airspace design services. We work with government, regulatory authorities, airlines, airports and the general aviation community to ensure pilots, passengers and goods reach their destination - safely. At Airways, our values underpin all that we do. We value Safety, Each Other, Excellence and Success in all that we do.

Our organisation is made up of operational business groups that are supported by governance and corporate services functions. To learn more about our people and organisational structure, check out www.airways.co.nz/about .

BUSINESS UNIT PURPOSE

The Technology business unit is responsible for the effective delivery, management and services of all technology disciplines within the air navigation services environment – engineering design, software design and development, technology architecture and infrastructure, asset management, installation and maintenance, technical training, workload planning, maintenance program development, project management, and logistics support. Network Engineers ensure the provision of safe air traffic systems by providing engineering expertise and support services in the design, installation, modification and standards of systems used by Airways and our overseas clients. Specifically, the Network Support team carry out the ongoing activities and procedures required to manage and maintain the network infrastructure. This includes the responsibility for the stability and availability of the networks.

PURPOSE OF THE POSITION

To provide specialist network support with a major focus on the implementation and support of network design changes to the Airways Operational Networks and international client networks as required. This position provides a specialist co-ordinating role for networks with a focus on:

- Maintaining the Business as Usual requirements for all networks,
- Providing escalated Tier 2 support, and technical advice
- Ensuring appropriate technical standards are maintained
- Acting as the senior subject matter expert in network support matters
- Leading and coordinating continuous improvement processes and projects of significance
- Mentoring and coaching junior staff

GENERAL

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

KEY AREAS OF ACCOUNTABILITY	
LEADERSHIP	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Be a role model for our shared values • Provide leadership to develop and build an engaged and high performing team • Manage performance of individuals and business area ensuring objectives and operational requirements are achieved • Provide thought leadership and act as a senior subject matter expert in field of network support • Consistently demonstrate Airways values, support change initiatives and ensure a customer focussed approach in all activity • Provide on-the-job training and prepare training course material for staff in training as requested • Ensure the team complies with the provisions of all legislation and governance requirements, including financial delegations • Contribute as a senior subject matter expert to financial planning and budgeting. • Collate required financial data and reports for analysis and facilitate financial decision making • Provide oversight for the monthly reporting to Tier 3 - Network Design Team.
SERVICE DELIVERY	<ul style="list-style-type: none"> • Act as the senior subject matter expert for the development for SLAs for Airways Business Units. • Lead the provision of consistent, regular and comprehensive communication regarding system deficiencies and supply progress reports to senior stakeholders and management • Lead the understanding of the impact of service and product changes on services; share expertise with developing or trainee staff. • In conjunction with Team Leader, lead the monitoring of service delivery performance, ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for deterioration in service. Identify improvements and lead actions as required. • Provide monthly reporting to Tier 3 - Network Design Team as required
NETWORK SUPPORT	<ul style="list-style-type: none"> • Act as a point of escalation for the Tier 2 customer contact and drive a culture that focusses on exceeding customer expectations in resolving technical issues, faults and queries • Lead the provision of support with escalated or medium-term faults

	<ul style="list-style-type: none"> • Utilise subject matter expertise to clearly understand and articulate the risk to system availability to the relevant parties when individual system components either fail or are released to service. • Lead the provision of support to Tier 1 with problem resolution and escalation in a timely manner to Tier 3. • Act as the senior subject matter expert regarding “Moves, Adds and Changes”. • Act as the senior point of contact in direct liaisons with customer and others regarding fault resolution. • Ensure support for Tier 3 with proof of concept designs and LAB testing • Act as the senior subject matter expert for the review of preliminary design certificates (PDC) and detailed design documentation. • Support and contribute to the FAT/SAT/Proof of Concept activities • Lead the control of network assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. • Provide oversight to the production and analysis of registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verify that all assets are in a known state and location. • Highlight and resolve potential instances of unauthorised assets and ensure the identification of changes to an asset and advise Network Design team so that the Asset Management Plan (AMP) can be updated. • Lead security risk, vulnerability assessments, and business impact analysis for high complexity networks including investigations of security incidents, event or breaches • Act as a lead communicator for information on security risks and issues to business managers and others. • Ensure basic risk assessments for small networks are performed and that specific security controls are applied in line with organisational policy and local risk assessments. • Lead action to respond to security and availability breaches in line with appropriate policy or guidelines, and ensure recording of incidents and actions taken. • Contribute to the availability management process and its operation and perform defined availability management tasks. • Ensure actions for disaster recovery and documentation for procedures; lead testing for recovery procedures. • Act as the senior subject matter expert for the identification of capacity issues; recommend resolutions.
<p>PROJECT DELIVERY AND CHANGE / RELEASE</p>	<ul style="list-style-type: none"> • Drive projects of significance to completion on time and to budget ensuring quality delivery • Maintain accurate project documentation and records • Lead the assessment, analysis, development and documentation of changes/releases, ensuring change control procedures and provide input into scheduling of releases • Provide oversight to the writing, reviewing and implementation of Network Event Notifications (NENs) and Engineering Orders (EOs)

	<ul style="list-style-type: none"> • Provide oversight and assurance that change documentation is updated as required. • Lead the implementation of the BAU and project configurations of new and existing operational devices. • Provide senior subject matter oversight of all releases occurring • Lead the identification of issues found during the change implementation to Tier 3 - Network Design Team and propose solutions
QUALITY AND CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> • Contribute to and comply with team derived protocols and work methods • Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment • Make recommendations on the maintenance and improvement of assigned technical systems • Build and maintain external support knowledge bases, resources, and troubleshooting tools and maintains familiarity with relevant technology and regulations • Identify deficiencies in processes and procedures, and actively lead the improvement process • Minimise the cost of all activities while fulfilling agreed customer requirements
HEALTH & SAFETY	<ul style="list-style-type: none"> • Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do • Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business • Responsible for ensuring Airways security is maintained at all times • Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training

TRAVEL REQUIREMENT	<ul style="list-style-type: none"> • Work may be required in other locations within NZ/internationally to perform the duties of the role. From time to time, this may involve projects outside of assigned region and includes occasional international travel.
BUDGET	<ul style="list-style-type: none"> • Responsible for managing a budget of \$ NIL
FINANCIAL DELEGATION	<ul style="list-style-type: none"> • Delegated financial authority for Capital Expenditure of \$ NIL • Delegated financial authority for Operational Expenditure of \$ NIL
CONTRACTUAL DELEGATION	<ul style="list-style-type: none"> • Signing Authority to a limit of \$ NIL
LEGISLATIVE OWNER	<ul style="list-style-type: none"> • N/A

KEY RELATIONSHIPS/CUSTOMERS:	
INTERNAL	NATURE OF THE RELATIONSHIP
Team Leader Network Support	Direct reporting line
Network Design Engineers, Technicians and Technical Coordinators	Work collaboratively with
Manager Planning, Logistics & Training Need to reference roles in the new structure	Work collaboratively with to ensure planning and resourcing requirements are met from a whole of E&M perspective
Head of Planning & Performance; Manager PMO	Work collaboratively with ensuring seamless E&M planning activity and project delivery
EXTERNAL	NATURE OF RELATIONSHIP
Vendors/Suppliers	Work collaboratively with and manage relationships. Manage commercial agreements with ensuring seamless delivery

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
Hold a Diploma, NZ Certificate or university qualification in a technology field with five to seven years of experience in network support roles for other organisations of similar size and complexity to Airways	✓	
Holds Cisco Certified Network Associate (CCNA) or higher	✓	
Holds Juniper Networks Certified Associate Junos (JNCA-Junos) or higher		✓
Highly technology literate with a background in engineering & maintenance	✓	
Previous experience in, and a genuine passion for the Aviation, Transport or Technology industries	✓	
Previous senior level experience as a network support engineer in the telecommunications or banking sectors, or other large multi-platform environments	✓	
Solid experienced with managing suppliers/vendors	✓	

Proven success in delivering complex projects to time, cost and quality requirements	✓	
Solid experience coaching and mentoring the performance and development of junior or trainee staff members	✓	
Experience leading cross functional project teams		✓

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Exceptional interpersonal skills and excellent verbal and written communication skills; the ability to interact professionally with a diverse group including senior managers, vendors, professionals, etc. and present credibly	✓	
Willing to share expertise in order to support the development of others; able to mentor and coach in a positive and proactive way	✓	
Commercial Acumen - Drives the commercial success of Airways by creating value, managing costs and/or defining sustainable profit-driven prices; proactively researches trends, competitors, customer requirements, opportunities; ensures internal customers are aware of costs; champions Airways as a thriving, successful and profitable business.	✓	
Customer & Partnership Focused - Builds long-term, strategic and sustainable relationships with customers/partners; understands the customer's business and requirements; manages expectations and builds respect rather than seeking to be liked; measures performance against customer-based targets; delivers on promises to customers and personally commits to resolving customer issues; inspires a customer-centric approach across Airways.	✓	
Quality Focussed - Thoroughly checks own work against standards, designs or specifications; tests in detail all functionality before releasing systems; uses knowledge of the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.	✓	
Planned & Organised - Develops realistic plans to ensure deadlines are met; ensures all resources available to implement the plan; continually reprioritises as new work comes in, based on criteria and information from the customer; works on a number of jobs simultaneously without any dropping off.	✓	
Accountable - Owns decisions and is accountable; consults with people; accesses information and analyses facts from a broad viewpoint; balances the needs of stakeholder triangle; has confidence in decisions; identifies core principles, and applies them consistently to decisions.	✓	

<p>Problem Solving - Seeks out the data required; identifies discrepancies in data and is meticulous in generating hypotheses that incorporate all the symptoms; is tenacious when faced with difficult problems maintaining a systematic and logical approach; appreciates there are always a number of solutions to problems and thinks laterally to identify these.</p>	✓	
<p>Leadership - Motivates and empowers others to achieve individual and organisational goals.</p>	✓	
<p>Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, Each Other, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.</p>	✓	

AIRWAYS

OUR VALUES

Who we are

SAFETY



TAKE INDIVIDUAL ACCOUNTABILITY
Accept individual responsibility and use sound judgement for own actions and in contributing to the overall outcome.

BEHAVE WITH INTEGRITY
Commit to a Just Culture and take pride in being ethical, fair, proactive and honest.

BE SAFE
Create a safe environment by working together, and contribute to continuous improvement.

EACH OTHER



BE ONE TEAM
Value and support the team, working collaboratively within and across our business.

SHOW RESPECT AND RECOGNITION
Openly recognise, appreciate progress or effort made while respecting others.

BUILD TRUST & UNDERSTANDING
Appreciate the role of other people and their ideas. Act inclusively and value diversity. Earn trust, accept differences and get on with others.

EXCELLENCE



GET STUFF DONE
Achieve by prioritising, planning and resourcing collaboratively. Focus on the big picture strategy and vision.

BE KNOWLEDGEABLE
Acknowledge others expertise and strengths. Be willing to learn. Have fun, be enthusiastic and passionate. Apply effort and thinking to new ideas and go the extra mile.

SHOW PROFESSIONALISM
Use simple and authentic communication with a high level of personal and professional integrity.

SUCCESS



BE CUSTOMER FOCUSED
Bring the voice of our customer into conversations and decisions in order to provide high value services, solutions and products.

DISPLAY INITIATIVE
Actively seek opportunities to lead innovation and positive change for our industry.

BUILD THE FUTURE
Take pride in making decisions to deliver growth and achieve the best possible result.