

POSITION DESCRIPTION

TITLE:	TECHNICAL COORDINATOR (TC)
BUSINESS UNIT:	National Operations and Maintenance
LOCATION:	Christchurch
REPORTS TO:	Team Leader CHC Centre
BUSINESS GROUP:	Technology
DIRECT REPORTS:	NIL
DATE:	March 2021

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.

PURPOSE OF THE POSITION

Work collaboratively as part of the Technology Group National Support team to deliver safe and efficient technical services in accordance with agreed standards and procedures. This includes:

- Monitoring and control of air traffic management, communications, surveillance, and navigation systems, along with their support equipment and the related network infrastructure throughout New Zealand on a 24/7 basis.
- Coordinating fault management and maintenance activities between Technology Group personnel, external service providers, and Air Traffic Control operations
- Providing first line technical support and restoration of Air Traffic services
- Providing operational support for field maintenance technicians.
- Being the customer interface for all services operated by Airway's Technology Group

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	
SERVICE OPERATION	<ul style="list-style-type: none"> • Manage and coordinate operational releases of equipment, as required for maintenance within service level agreements • Provide active monitoring and control of all national and international systems, operational equipment and services by being constantly vigilant and pro-active in identifying degraded system components • Provide first level response, support and analytic techniques to identify, diagnose and resolve system and operational equipment faults • Provide system restoration and modifications through electronic control or by means of remote technicians • Apply expertise and understanding of the wider system to diagnose and determine the potential impact of events and actions to enable short and long term fault resolution • Maintain an operational awareness of service availability and vulnerability and balance risk/competing factors when considering actions • Escalate and work in conjunction with specialist teams and outside agencies to address and communicate system issues • Communicate systems deficiencies to the relevant parties and articulate risk to system availability • Undertake fault repair, maintenance and installation work as required. • Ensure data is entered into the system and track/log faults in a timely and accurate manner • Keep Air Traffic Control informed of system status and potential impact of planned works • Request Notices To Air Men (NOTAM) to be issued for Airways' equipment
SERVICE DELIVERY	<ul style="list-style-type: none"> • Act as the first point of customer contact service and exceed customer expectations in resolving technical issues, faults and queries • Maintain an understanding of relevant service level agreements and content requirements for each business unit • Provide consistent, regular and comprehensive communication regarding system deficiencies and supply progress reports • Prepare and distribute relevant reports and documentation in a timely manner to support responsibilities as required • Apply designated problem-solving techniques and formulate solutions to enable the continued optimum operation of assigned systems and services • 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 • Ensure data is entered into the system and track/log faults in a timely and accurate manner • Keep Air Traffic Control informed of system status and potential impact of planned works

	<ul style="list-style-type: none"> • Issues NOTAMs in a timely manner to provide information on service availability and integrity • Carry out delegated planned duties without supervision as assigned by the Maintenance Manager or Team Leader.
<p>QUALITY AND CONTINUAL SERVICE IMPROVEMENT</p>	<ul style="list-style-type: none"> • Foster an environment of continuous improvement - driving performance excellence, efficiency and cost-effectiveness for the team including ongoing improvement of learning content through staff feedback • Monitor and maintain national and international ANS systems to the highest possible standard • Contribute to and comply with team derived protocols and work methods • Ensure that all repair and maintenance work meets the required standards • Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment • Participate as a subject matter expert in internal audit activity including acting as escort or auditor • Builds and maintains 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 • Minimises the cost of all activities while fulfilling agreed customer requirements • Undertakes handover process at the start of each shift.
<p>HEALTH & SAFETY</p>	<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 in a safe manner and striving for continuous improvement in health and safety throughout the business • Responsible for ensuring Airways security is maintained at all times • Accountable for pro-actively raising health or safety issues in line with Airways safety management systems and participating in position related health and safety training • Ensure health and safety compliance, and that health and safety is highlighted, in all on-the-job training activities
<p>TRAVEL REQUIREMENT</p>	<ul style="list-style-type: none"> • Work may be required in other locations within NZ/internationally to perform the duties of the role.
<p>BUDGET</p>	<ul style="list-style-type: none"> • \$ NIL
<p>FINANCIAL DELEGATION</p>	<ul style="list-style-type: none"> • \$ NIL
<p>CONTRACTUAL DELEGATION</p>	<ul style="list-style-type: none"> • \$ NIL
<p>LEGISLATIVE OWNER</p>	<ul style="list-style-type: none"> • \$ NIL

KEY RELATIONSHIPS/CUSTOMERS:	
INTERNAL	NATURE OF THE RELATIONSHIP
Technology Group	Work collaboratively with
National Systems Specialists	Work collaboratively with
Document Writer	Specialist assistance, equipment performance issues
Maintenance Field staff	Specialist assistance, knowledge sharing
Engineering	Specialist assistance, knowledge sharing, performance/reliability issues
ATS Operations	Specialist assistance, equipment performance issues
Technical Training	Knowledge sharing and learning
National Operations and Maintenance Leadership	Escalate equipment performance issues to
EXTERNAL	NATURE OF RELATIONSHIP
National and International service providers	Engage with to deliver seamless service to Airways customers
Contractors & Suppliers (e.g. Spark)	Engage with to deliver seamless service to Airways customers
Airlines, Airport and other Airways customers	Deliver services to

FORMAL QUALIFICATIONS / TRAINING / EXPERIENCE	REQUIRED	DESIRABLE
B. Eng. Tech (Electrical, Networks, Computing) or B. Eng. Tech (Electrical, Electronics), or equivalent with courses in Telecommunications		✓
Cisco CCNA Certification or equivalent (if not a holder of above)		✓
Proven capabilities in monitoring and management of a wide variety of technologies, including fault isolation, configuration and servicing in an organisation of similar size and complexity to Airways	✓	
Competent in using industry standard network and system monitoring protocols and management tools. SNMP, Solarwinds Orion, Zabbix etc.	✓	
Good understanding of modern service management framework		✓
Familiar with the aviation environment including awareness of ICAO authority requirements/recommendations and NZ CAA rules applying to		✓

Airways business 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.		
Efficient user of MS Office and document management systems	✓	
Experienced in technical documentation with the ability to research and prepare original material in a timely and efficient manner	✓	
Systems-level knowledge of and competence in ANS and ATM systems		✓
EST or EAS Q (Endorsed to connect & disconnect from fixed wiring)		✓

KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Technical Equipment competencies - Ability to hold ANS technical equipment certifications/competencies	✓	
Flexible and able to work 24/7 shifts with the ability to travel/work outside of normal business hours including standby rosters and overseas travel	✓	
Excellent communication and interpersonal skills with the ability to communicate with a diverse range of professions at all levels	✓	
Very good time management with the ability to cope and deliver in time-sensitive situations	✓	
Adaptable and resilient with the willingness to assists in managing the demands of a high-pressure environment by maintaining a flexible, professional work ethic	✓	
Very good operational and situational awareness	✓	
Very able to plan, organise and coordinate work without guidance, resulting in cost-effective outcomes	✓	
Proven analytical and quality improvement ability with a strong commitment to continuous improvement and quality management	✓	
Technically adept with a strong understanding of systems and a demonstrated ability to effectively identify, manage and resolve technical problems and faults	✓	
Understands NZ safety legislation and a demonstrated history of safety compliance including experience working in safety-sensitive environments	✓	

Equipment Maintenance and Repair skills in ATC Centre		✓
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.	✓	
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.	✓	
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 and 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.	✓	
Customer and Partnership Focused - Builds long-term, strategic and sustainable relationships with customers/partners; understands the customer's business and requirements; manages expectations and builds respect.	✓	
Communication - Communicates openly and honestly, explaining reasons in a prompt and timely way that people understand and find relevant to their position; is clear and concise, seeking to be understood; anticipates needs of audience and adapts style and communication methods using face to face for difficult issues; listens and seeks to understand others points of view, understands body language; is relentless on what is important, demonstrating enthusiasm and conviction.	✓	

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.