

POSITION DESCRIPTION

TITLE:	SENIOR NETWORK SUPPORT ENGINEER
BUSINESS UNIT:	Enterprise Architecture & Networks
LOCATION:	Christchurch
REPORTS TO:	Team Leader Network Support
BUSINESS GROUP:	Technology
DIRECT REPORTS:	Nil
DATE:	April 2022

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 operate, manage and maintain the network infrastructure. This includes the responsibility for the performance and availability of the networks and network management systems.

PURPOSE OF THE POSITION

To provide specialist network support in the field of the network management, operation and delivery of network services. Covering Fault, Configuration, Performance and Security.

The senior engineer exhibits pride and ownership for the stability and reliability of the network to deliver the best network experience for our customers. Provides guidance and coaching of others, to enhance network operations. Projecting a positive, inquisitive attitude to solving issues, discovering solutions and leading by example.

The Senior Engineer has an in-depth knowledge of the network and the services operating across it. They are highly skilled in network management, operation and support. Able to research solutions for any request assigned to them or the team and work with minimal guidance

A major focus is on the implementation and support of network changes to the Airways operational networks and international client networks as required.

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"> • Empower, motivate, and share expertise to support the development of others to enable an engaged and high performing business. • Provide thought leadership and act as a subject matter expert in field of network operation and support • Consistently demonstrate Airways values, support change initiatives and ensure a customer focussed approach in all activity • Provide on-the-job training and support the preparation of training course material for staff in training if requested • Keeping abreast of network technology trends, sharing knowledge with the team
SERVICE DELIVERY	<ul style="list-style-type: none"> • Provide consistent, regular and comprehensive communication regarding system deficiencies and supply progress reports to senior stakeholders and management, including recommendations of options and a solution • Act as a subject matter expert regarding the impact of “Moves, Adds and Changes” on services • Provide support for Tier 3 with proof of concept designs and LAB testing • Support the monitoring of service delivery performance and ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for deterioration in service. • Proactively maintaining the business-as-usual and day to day requirements for all Airways mission-critical network, network systems and firewalls • Proactively identifying and leading BAU lifecycle programs in the production or lab networks. • Provide oversight to the writing, reviewing and implementation of Network Event Notifications (NENs), Engineering Orders (EOs) Low Level Network Designs (LLND) and Firewall Change Requests (FCR) within the required timeframes • Provide oversight and assurance that change documentation is accurate and updated as required. • Provide subject matter oversight of all releases occurring
NETWORK OPERATIONS	<ul style="list-style-type: none"> • Perform root cause analysis of network issues and recommend corrective actions. • Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment. • 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 or queries.

	<ul style="list-style-type: none"> • Be available for the Networks on-call roster, for issues outside normal business hours • Proactively lead the investigation of escalated or medium-term faults through to resolution • Utilise subject matter expertise to clearly understand and articulate the risk to system availability or performance to the relevant parties when individual system components either fail or are released to service. • Support and contribute to the FAT/SAT/Proof of Concept activities • Contribute to the availability and performance management processes and operation • Identification of capacity or performance issues and recommend solutions • Development and use of scripting to automate repeatable tasks •
<p>SECURITY AND RISK</p>	<ul style="list-style-type: none"> • Involved with security risk, vulnerability assessments, and business impact analysis for medium complexity networks including investigations of security incidents, event or breaches • Ensure risk assessments for networks are performed and that specific security controls are applied in line with organisational policy and local risk assessments. • Assist with leading actions to respond to security and availability breaches in line with appropriate policy or guidelines and ensure recording of incidents and actions taken. • Ensure actions for disaster recovery and documentation for procedures; lead testing for recovery procedures.
<p>ASSET MANAGEMENT</p>	<ul style="list-style-type: none"> • Assist with leading 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.
<p>QUALITY AND CONTINUOUS IMPROVEMENT</p>	<ul style="list-style-type: none"> • Proactively identifying and leading continuous improvement processes • Make recommendations on the maintenance and improvement of assigned technical systems • Maintains and adds to network support knowledge bases, resources, and troubleshooting tools • Minimises the cost of all activities while fulfilling agreed customer requirements • Provide feedback to Network Design team with recommendations on improvements to performance and availability of the network
<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 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

	<ul style="list-style-type: none"> 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.
BUDGET	<ul style="list-style-type: none"> \$ Nil
FINANCIAL DELEGATION	<ul style="list-style-type: none"> \$ Nil
CONTRACTUAL DELEGATION	<ul style="list-style-type: none"> \$ Nil
LEGISLATIVE OWNER	<ul style="list-style-type: none"> Nil

KEY RELATIONSHIPS/CUSTOMERS:		
INTERNAL	NATURE OF THE RELATIONSHIP	
Team Leader Network Support	Direct reporting line	
Network Design Engineers, Technicians Systems and Software Engineers, Project teams and Technical Coordinators	Work collaboratively with to ensure delivery of key projects or network performance and availability	
EXTERNAL	NATURE OF RELATIONSHIP	
Vendors/Suppliers	Work collaboratively with and manage relationships to assist with network performance and availability	
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 or network operation roles for other organisations of similar size and complexity to Airways	✓	
Highly technology literate with a background in networking & firewalling	✓	
Experienced with managing suppliers/vendors	✓	
Experienced coaching and mentoring the performance and development of junior or trainee staff members	✓	
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		✓
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KEY COMPETENCIES / SKILLS / KNOWLEDGE	REQUIRED	DESIRABLE
Knowledge Sharing - Willing to share expertise in order to support the development of others; able to mentor and coach in a positive and proactive way	✓	
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.	✓	
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.	✓	
Quality Focused - 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.	✓	
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.	✓	

<p>Enthuses & Inspires - Is enthusiastic about what they do; has drive and energy and is prepared to do more; gets boots dirty and rolls up sleeves; sets the scene by painting the whole picture, gives goals and is genuinely interested in how things are going by keeping people posted on performance; is calm in the face of negativity and doesn't back off.</p>	<p>✓</p>	
<p>Dealing with Pressure - Copes with complex problems calmly; maintains a good rapport with people in stressful situations; handles issues and problems as they arise; is calm even under difficult circumstances; takes time to think problems through.</p>	<p>✓</p>	
<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>✓</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.