



## Position Description

Title	Technical Coordinator
<b>National Operations and Maintenance</b>	
Locations:	Christchurch
Reports to:	Technical Coordinators Team Leader
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	August 2023

### 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](http://www.airways.co.nz/about).

### Business Group Purpose

The Technology Group is responsible for the effective delivery, management, and services of all technology disciplines within the air navigation services environment. These include Oceanic and Domestic Air Traffic Management, Security, National MPLS Network, National Operations / Maintenance and Specialist Support, Information Technology and Service Management, Project Delivery, Flight Inspection and National Engineering.

### Operations and Maintenance Purpose

The National Operations and Maintenance team provides the expertise and support in engineering design development and management for projects, installation, maintenance, and fault repair for Airways ground-based aviation infrastructure (Control Centres, Control Towers, Communications, Navigation, Surveillance (CNS) and Meteorological systems).

Operations and Maintenance includes teams located throughout New Zealand and a 24/7 National Operations Centre that monitors the infrastructure. Collectively they ensure the

performance, reliability and availability of Airways infrastructure so they are available when required and are operating to defined specifications that meet agreed customer service availability.

## 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:

- ▶ 24/7 monitoring and control of New Zealand's air traffic management, communications, surveillance, navigation, network, meteorological, power and wide area network systems.
- ▶ Coordinating fault management and planned maintenance activities between Technology Group personnel, external service providers and Air Traffic Control operations.
- ▶ Constant assessing conflict and risk of planned and unplanned work as the daily situation changes, collaborating with the Duty manager to minimise operational impact and escalating critical outages or potential outages to the business including:
  - The impact of planned work, faults and degradations varies from those affecting one service in one location to affecting multiple services in multiple locations.
  - The impact of decisions made by the Technical Coordinator, and the Duty Manager when relevant, on airline operations ranges from no impact to affecting some or all domestic and international airline operations until the situation is resolved.
  - The safety of the flying public and maintaining services safely is the TCs highest priority and consideration.
- ▶ Providing first line technical support, fault investigation and remote restoration of Air Traffic services and dependencies like power and network systems where possible.
- ▶ 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

### Incident Management and Resolution

- ▶ Responsible for 24/7 active monitoring and control of all national and international systems, operational equipment and services by being constantly vigilant and pro-active in identifying unserviceable and degraded system components.
- ▶ Responsible for providing first level response, support and analytic techniques to diagnose and resolve system and operational equipment faults.
- ▶ Apply designated problem-solving techniques and formulate solutions to enable the continued optimum operation of assigned systems and services.
- ▶ Escalate and work in conjunction with specialist and maintenance teams and outside agencies to address and communicate system issues.
- ▶ Carry out validation and testing to ensure systems are operationally safe to be returned into service.
- ▶ Ensure incident 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' technology services in a timely manner to provide information on service availability and integrity
- ▶ Maintain an understanding of relevant service level agreements and content requirements for each business unit

### Risk Management

- ▶ Maintain an operational awareness of service availability and vulnerability and balance risk and competing factors.
- ▶ Assess the impact of planned maintenance and changes within the operational environment, with the aid of subject matter expertise if required.
- ▶ Assess the impact of unplanned service outages, due to failures and/or urgent maintenance, with the aid of subject matter expertise if required.
- ▶ Assess the risk of planned and unplanned work to service delivery and air traffic safety at the local and national level, with the aid of subject matter expertise if required.

	<ul style="list-style-type: none"> <li>▶ Making informed decisions in coloration with the Duty Manager and any other stack holders based on the risk assessment to deliver the best possible outcome.</li> </ul>
Maintenance Coordination	<ul style="list-style-type: none"> <li>▶ Manage and coordinate the approval of removing operational equipment from service as required for maintenance within service level agreements.</li> <li>▶ Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment.</li> <li>▶ Assists in minimising the cost of all activities whilst fulfilling agreed customer requirements.</li> <li>▶ Accurate and timely completion of technical administration</li> </ul>
Customer and Stakeholder Communication	<ul style="list-style-type: none"> <li>▶ Act as the first point of customer contact and exceed customer expectations in resolving technical issues, faults and queries</li> <li>▶ Provide consistent, regular and comprehensive communication regarding system deficiencies and deliver progress reports</li> <li>▶ Keep Air Traffic Controllers informed of system status and potential impact of planned works</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>▶ Identify deficiencies in processes, procedures, documentation and actively contribute to the improvement process.</li> <li>▶ Contribute to and comply with team derived protocols and work methods.</li> <li>▶ Participate as a subject matter expert in internal audit activity.</li> <li>▶ Build and maintain support knowledge bases, resources, and troubleshooting tools and maintains familiarity with relevant technology and regulations.</li> </ul>
Self-Development	<ul style="list-style-type: none"> <li>▶ Monitors own performance and seeks development opportunities to improve performance.</li> <li>▶ Implements agreed development plans within agreed timeframes.</li> <li>▶ Actively seek opportunities for continuing professional development which cover technical and business skills.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>▶ Build and maintain positive relationships and interactions with stakeholders and customers, both internal and external.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Supports and collaborates with software, hardware and network engineers, field technicians and system specialists.</li> <li>▶</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do.</li> <li>▶ Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business.</li> <li>▶ Responsible for ensuring Airways security is maintained at all times.</li> <li>▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training.</li> </ul>
Regulatory, Governance, and Quality Control	<ul style="list-style-type: none"> <li>▶ Understand and comply with all relevant legislation and regulatory frameworks.</li> <li>▶ Ensure all policies and standards are applied in accordance with the Airways Technology Information Framework (TIF) and required standards.</li> <li>▶ Reviews the necessary documentation to support all activities.</li> </ul>
Travel Requirement	<ul style="list-style-type: none"> <li>▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.</li> </ul>
Budget	<ul style="list-style-type: none"> <li>▶ Responsible for managing a budget of \$ Nil</li> </ul>
Financial Delegation	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for Capital Expenditure of \$ Nil</li> <li>▶ Delegated financial authority for Operational Expenditure of \$ Nil</li> </ul>
Contractual Delegation	<ul style="list-style-type: none"> <li>▶ Signing Authority to a limit of \$ NIL</li> </ul>
Legislative Owner	<ul style="list-style-type: none"> <li>▶ NIL</li> </ul>

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
Maintenance Manager National Support	Work collaboratively to deliver key outcomes
Technical Coordinators Team Leader	Direct Report
National Systems Specialist Team	Work collaboratively to deliver safe Technology Services
Software, Hardware, Network Engineering Teams	Work collaboratively to implement projects, resolve incidents and carry out maintenance.
Maintenance Field Staff	Work collaboratively to implement projects, resolve incidents and carry out maintenance.
Training Team	Knowledge sharing and learning
ATS Duty Manager	Work collaboratively to ensure the safe and effective management of our Services
ATS Controllers, Officers and Operators	Respond to issues and keep informed about status changes.
<b>External</b>	
Service Providers (Network/Internet, Power etc.)	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 qualification	✓	
Cisco CCNA Certification or equivalent		✓
5 plus years' of experience working in a relevant field of electronics, avionics, telecommunications, IT or networking.	✓	

Key Competencies / Skills / Knowledge	Required	Desirable
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 a modern service management framework		✓
Able to work 24/7 shift roster with the ability to travel/work outside of normal business hours including standby rosters and overseas travel	✓	
Familiar with the aviation environment including awareness of ICAO authority requirements/recommendations and NZ CAA rules applying to Airways business.		✓
Efficient user of Office365 and document management systems	✓	
<b>Leadership</b> - Motivates and empowers others to achieve individual and organisational goals.	✓	
<b>Our Values</b> - 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.	✓	
<b>Accountable</b> – Makes 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.	✓	
<b>Communication</b> - 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.	✓	

<b>Customer &amp; Partnership Focused</b> - 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.	✓	
<b>Dealing with Pressure</b> - Copes with complex problems calmly; maintains a good rapport with people in stressful situations; manages issues and problems as they arise; is calm even under difficult circumstances; takes time to think problems through.	✓	
<b>Enthuses &amp; Inspires</b> - Is enthusiastic about what they do; is driven and has 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.	✓	
<b>Leads Change</b> - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
<b>Makes Decisions</b> - Prepared to make decisions, within limits of authority and does so in a timely manner; balances the needs of staff and operational needs; makes decisions which are consistent with the values; pre-emptively identifies staff issues and situations.	✓	
<b>Owens Decisions</b> - Consults with people, accesses information and analyses facts; considers impacts on stakeholder's triangle; has confidence in, and owns the decisions; is consistent in their decision making.	✓	
<b>Planned &amp; Organised</b> - 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.	✓	
<b>Problem Solving</b> - 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.		
<b>Quality Focused</b> - 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 checks changes made.	✓	

## Our values underpin everything we do



### We are **safe**

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



### We strive for **excellence**

We deliver our best work each and every day, and look for ways to continue to improve what we do.



### We are **One Airways**

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration.



### We celebrate **success**

We recognise our people's achievements, big and small, and celebrate our successes.



## APPENDIX 1: Role Level Expectations

Performance	Technical knowledge (intellectual) (refer skills matrix)	Knowledge application 'do'	Professional & Behavioural 'who' (including company values)
<b>Principal Technical Coordinator</b>	<ul style="list-style-type: none"> <li>▶ Detailed understanding of Air Navigation systems and principles</li> <li>▶ Detailed understanding of network, compute, power, and other shared infrastructure.</li> <li>▶ Confident using Incident Management Systems</li> <li>▶ Personal development in coaching and writing skills etc</li> </ul>	<ul style="list-style-type: none"> <li>▶ Rostered 7/24 shift work</li> <li>▶ High performing TC skills and application of knowledge</li> <li>▶ Completing TC Duties in a very timely and skillful manner</li> <li>▶ Maintain RTS Certifications and competencies through revalidation process and OJT if required</li> <li>▶ Attend new equipment courses as required</li> <li>▶ Excellent customer relationships and interpersonal skills</li> <li>▶ Initiates and provides strong leadership when needed</li> <li>▶ Train, supervise, mentor and coach new TCs willingly and effectively passing on your skills and knowledge when working together and through OJT</li> <li>▶ Very confident writing technical procedures and documentation</li> <li>▶ Assist TL or act for them when unavailable</li> </ul>	<ul style="list-style-type: none"> <li>▶ Support and deliver agreed outcomes, irrespective of agreement with company direction</li> <li>▶ Preferred expert to be consulted</li> <li>▶ Trusted to peer assess others performance</li> <li>▶ Effectively build relationships outside team</li> <li>▶ Trains and encourages others in Airways' goals and values as applied to current work</li> <li>▶ Ability to market or promote services informally and formally</li> <li>▶ Draws out the best from people</li> </ul>
<b>Senior Technical Coordinator</b>	<ul style="list-style-type: none"> <li>▶ Understanding of Air Navigation systems and principles</li> <li>▶ Understanding of network, compute, power and other shared infrastructure.</li> <li>▶ Understanding of Incident Management Principles</li> </ul>	<ul style="list-style-type: none"> <li>▶ Rostered 7/24 shift work</li> <li>▶ Very good TC technical and admin skills</li> <li>▶ Carry out TC duties with increasing competence and skill in a timely manner</li> <li>▶ Maintain RTS Certifications and competencies through revalidation process and OJT if required</li> <li>▶ Attend new equipment courses as required</li> <li>▶ Developing very good customer relationships and interpersonal skills</li> <li>▶ Initiates and provides leadership when needed</li> <li>▶ Train, supervise, mentor and coach new TCs willingly passing on your skills and knowledge when working together</li> <li>▶ Confident reporting errors in technical documentation and completing RFCs</li> </ul>	<ul style="list-style-type: none"> <li>▶ Positive, inquisitive attitude to solving problems</li> <li>▶ Proactive in identifying areas of work</li> <li>▶ Leading by example</li> <li>▶ Positive relationships outside team</li> <li>▶ Demonstrates Airways' goals and values. Evident in current work</li> <li>▶ Trusted to represent Airways externally</li> <li>▶ Identifies commercial opportunities or value for Airways</li> <li>▶ Values contribution of others</li> </ul>
<b>Technical Coordinator</b>	<ul style="list-style-type: none"> <li>▶ Basic understanding of Air Navigation systems and principles</li> <li>▶ Understanding of network, compute, power and other shared infrastructure principles</li> <li>▶ Basic understanding of Incident Management Principles</li> </ul>	<ul style="list-style-type: none"> <li>▶ Work through development plan</li> <li>▶ Complete relevant equipment courses</li> <li>▶ Achieve required Cat 0-4 Admin, RTS and Competency certificates</li> <li>▶ Transitioning from observing to working supervised on the desk then working unsupervised on the desk over a 12-18 month period</li> <li>▶ Rostered in 7/24 roster</li> <li>▶ Carry out TC duties with confidence, duties are:</li> <li>▶ Proactively monitor all systems and services</li> <li>▶ Identify, analyse and manage reported service failures and degradation.</li> <li>▶ Evaluate the risk of planned or unplanned work and potential conflicts</li> <li>▶ Communicate impact of any change due to planned or unplanned events to ATS</li> </ul>	<ul style="list-style-type: none"> <li>▶ Respectful in challenge</li> <li>▶ Proactive in completing assigned work</li> <li>▶ Supportive of Airways internally &amp; externally – we, not 'the business'</li> <li>▶ Proactive to achieve Airways' commercial goals</li> <li>▶ Treats others with respect &amp; dignity</li> </ul>