



Position Description

Title	CNS Technician
Operations and Maintenance	
Locations:	Christchurch
Reports to:	CNS Team Leader
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	June 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.

Business Unit 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 and a 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 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, communications, navigation, and surveillance (CNS) systems.

Operations and Maintenance includes teams located throughout New Zealand, and a 24/7 National Operations Centre. Monitoring the performance, ensuring the reliability and availability of Airways infrastructure and CNS systems, so they are available when required, operating to defined specifications, to meet agreed customer service availability.

Purpose of the Position

The purpose of the CNS Technician position is to work at the Technical Centre as part of the Communications, Navigation and Surveillance (CNS) Maintenance Team to maintain the functionality and availability of both airfield and off-airfield operational systems by:

- ▶ Performing fault rectification
- ▶ Conducting preventative maintenance
- ▶ Installing Communications, Navigation and Surveillance / Air Traffic Management systems
- ▶ Providing technical leadership to projects and other initiatives

The position expects that the incumbent will be willing to undertake occasional night and weekend work as necessary, as well as work in a variety of outdoor environmental and weather conditions to ensure the reliability, functionality and safety of the CNS systems.

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	
Communications, Navigation and Surveillance (CNS) Maintenance Engineering	<ul style="list-style-type: none">▶ Develop and maintain a comprehensive knowledge of all Airways CNS systems, operations and functions and their interactions.▶ Execution of Installation, testing, commissioning of new systems, services, and technologies▶ Maintain Airways systems for maximum availability to operating conditions and design intention to achieve lifecycle expectations.▶ Ensures that all maintenance and repair work meets the required standards before being released back into operational service.▶ Enhance asset monitoring and evaluate performance and reliability.▶ Complex fault analysis and problem solving for electrical/electronic systems▶ Produce and review, modifications, procedures, analysing performance, reliability, and outcomes.

	<ul style="list-style-type: none"> ▶ Carry out responsibilities of subject matter expertise, leadership, and escalated support for assigned sites and systems.
Technical Leadership	<ul style="list-style-type: none"> ▶ Subject matter expert and leader to coordinate and manage team and contractors for complex tasks ▶ Provide direction, empower, motivate, and develop others to achieve maintenance unit, technology group and organisational goals. ▶ Be a role model for our shared values ▶ Provide leadership and mentoring to team members and are responsible for certification of high-risk competencies.
Contractor Management	<ul style="list-style-type: none"> ▶ Responsible for selection, training, supervision, and evaluation of contractors. ▶ Coordinate to ensure, hazards, risks, tasks, and procedures are evaluated and documented. ▶ Manage performance and inspect contractors ensuring quality and safety
Site Management	<ul style="list-style-type: none"> ▶ Prepare and review technical reports, proposals, manuals, detailed designs, change requests, and drawings associated with Airways sites. ▶ Responsible for site safety, access, and induction procedures. ▶ Plan and implement quality improvements and projects within scope, timeframe, and budget.
Regulatory, Governance, and Quality Control	<ul style="list-style-type: none"> ▶ Compliance with all legislation, regulatory frameworks, ICAO, CAA, EWRB, Worksafe, EA, HSWA. ▶ Ensure all policies and standards are applied in accordance with the Airways Technology Information Framework (TIF) and required standards. ▶ Prepares and reviews the necessary documentation to support all activities. ▶ Identify and maintain familiarity to standards and regulation relevant to the engineering discipline.
Self-Development	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes. ▶ Actively seek opportunities for continuing professional development which cover technical and business skills.

Relationship Management	<ul style="list-style-type: none"> ▶ Build and maintain good relationships, managing expectations with stakeholders, suppliers, and customers, both internal and external. ▶ Support and collaborate with project managers, engineers, and specialists. ▶ Assists in minimising the cost of all activities whilst 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.
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	Nature of Relationship
Internal	
CNS Maintenance Team	Work collaboratively with the team to deliver key outcomes
CNS Maintenance Team Leader	Direct Report
Regional Maintenance Manager	Work collaboratively with to deliver key outcomes
Engineers and Specialists	Work collaboratively with the wider team to deliver safe CNS Services

Project Management Office	Work collaboratively with to deliver key projects
ATC Staff	Key stakeholder and customers
External	
Airport Company	Work collaboratively with
Contractors, Suppliers and Manufacturers	Work collaboratively with to deliver key projects.

Formal Qualifications / Training / Experience	Required	Desirable
Bachelor of Engineering - Washington or Sydney Accord in Electronic, Telecommunication and Electrical, or equivalent experience.	✓	
2 plus years' of experience working in a relevant field of electronic, telecommunications, electrical or networking.	✓	
Proven experience in complex engineering problem solving and rectification with quality outcomes.	✓	
Experience leading teams and contractors on projects and tasks.		✓
Current New Zealand Drivers Licence and good driving ability to gain an Airside Driving Licence	✓	
Experience in building and site management, hazard identification and risk analysis and mitigation.	✓	
Electrical workers registration EASQ or higher.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Efficient user of MS Office 365 suite (Teams, SharePoint, Word, Excel).	✓	
Working Knowledge of Networking Systems (TCP/IP, Servers, VM, Linux, Terminals, Serial, WAN, VLAN, VPN, MPLS, SNMP)	✓	
Working at heights with confidence and working in a variety of weather conditions.	✓	

Leadership - Motivates and empowers others to achieve individual and organisational goals.		✓
Technical Presenter – excellent verbal and written communication skills, able to articulate technical information credibly and concisely, producing proposals, reports, and drawings.	✓	
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.	✓	
Accountable – 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.	✓	
Builds Capability - Identifies skills and knowledge required to achieve strategic objectives; takes a broad approach to considering where skills can be sourced from, internally and externally; selects people that will have the competencies and skills to lead and execute; creates and builds a complimentary team of successors.		✓
Coaches - Understands and identifies development needs; provides regular feedback on technical skills; jointly coordinates development initiatives and supports learning giving real opportunities through delegation.		✓
Commercial Acumen - Contributes the commercial success of Airways by creating value, managing costs, proactively engages to achieve customer requirements; ensures internal customers are aware of costs; champions Airways as a thriving, successful and profitable business.	✓	
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.	✓	

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.	✓	
Dealing with Pressure - 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.	✓	
Enthuses & Inspires - 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.	✓	
Is Visible - Gets out of the office and is visible in the workplace and at crucial meetings; takes the time to know staff as individuals; walks the talk – what they say is what they do; is friendly and approachable – makes time for staff; takes problems and ideas seriously, is prepared to modify position and keeps people informed.		✓
Leads Change - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
Makes Decisions - 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.	✓	
Owens Decisions - 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.	✓	
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.		
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.	✓	
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 checks changes made.	✓	

APPENDIX 1: Role Level Expectations

Performance	Technical knowledge (intellectual) (refer skills matrix)	Knowledge application 'do'	Professional & Behavioural 'who' (including company values)
Principal	<ul style="list-style-type: none"> ▶ Lead for a technology. Recognised as the go-to person ▶ Proactively developing and applying new methodologies. ▶ Trusted to write and review change requests (EOs), reports, procedures, which detail analysis, solutions and outcomes. ▶ Specialist SME for High-risk Skills/Competencies, Responsible for local OJT 	<ul style="list-style-type: none"> ▶ Guides and coaches peers providing training as required ▶ Capable of being a technical lead ▶ Trusted to make decisions (e.g. technical, RFC, Risk Management) ▶ Proactively identify and develop new processes, procedures & policies ▶ Regularly exceed customer expectations ▶ Trusted to write and review reports, procedures, change requests, which detail analysis, solutions and outcomes ▶ Complex fault and problem solving which require investigation, analysis and judgement. 	<ul style="list-style-type: none"> ▶ Support and deliver agreed outcomes, irrespective of agreement with company direction ▶ Preferred expert to be consulted ▶ Trusted to peer assess others performance ▶ Effectively build relationships outside team ▶ Trains and encourages others in Airways' goals and values as applied to current work ▶ Ability to market or promote services informally and formally ▶ A leader in the team ▶ Draws out the best from people
Senior	<ul style="list-style-type: none"> ▶ Proven experience to reliably & efficiently apply technical knowledge to Airways technologies, across installation, maintenance, and repair. ▶ Good appreciation of all technologies in your team ▶ Contribution to documentation, manuals and procedures, requiring edit by exceptions. ▶ Experience with customers, understanding requirements. ▶ Mostly independent & compliant with organisational policy & process 	<ul style="list-style-type: none"> ▶ Experience to reliably, safely & efficiently apply technical knowledge to Airways technologies, across installation, maintenance, and repair. ▶ Technical presenter & effective communicator ▶ Focus on implementing operational changes, developing new processes & procedures, ▶ Prepared to go over and above to deliver on time ▶ Manage customer expectations 	<ul style="list-style-type: none"> ▶ Positive, inquisitive attitude to solving problems ▶ Proactive in identifying areas of work ▶ Leading by example ▶ Positive relationships outside team ▶ Demonstrates Airways' goals and values. Evident in current work ▶ Trusted to represent Airways externally ▶ Identifies commercial opportunities or value for Airways ▶ Values contribution of others
Tech	<ul style="list-style-type: none"> ▶ Fundamental understanding and developing experience and competence on Air Navigation systems. ▶ Bachelor of Engineering - Washington or Sydney Accord in Electronic, Telecommunication and Electrical, or equivalent experience. 	<ul style="list-style-type: none"> ▶ Professionally qualified and progressing continuous development. ▶ Flexible in work patterns if required by the business ▶ Active learning working with mentor to perform simple and specifically defined tasks 	<ul style="list-style-type: none"> ▶ Respectful in challenge ▶ Proactive in completing assigned work ▶ Supportive of Airways internally & externally – we, not 'the business' ▶ Proactive to achieve Airways' commercial goals ▶ Treats others with respect & dignity



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