



Position Description

Title	Network Support Engineer
Technology	
Locations:	Christchurch
Reports to:	Team Leader Network Support
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	July 2024

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.

This position provides a specialist co-ordinating role for networks with a focus on:

- Use of Network Monitoring Systems (NMS) to track and report availability and performance of the network in relation to the services operating over it.
- Use of Element Managers for specific vendor platform communication and management.
- Use of both NMS and Element Managers to assist with troubleshooting Network issues.
- Development and use of scripting to automate repeatable tasks.
- Ensuring appropriate technical standards are maintained.
- Acting as a point of contact in network operation and support matters.
- Contributing to continuous improvement processes and complex projects.
- Identifying and assisting with network or firewall troubleshooting.
- Daily Network Administration tasks.
- Assisting with network equipment upgrades.
- Identifying and investigating areas for improvement in the network operation space. Including processes and procedures.
- Included on the Networks on-call roster, for issues outside normal business hours.

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 focused 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.
Training	<ul style="list-style-type: none"> ▶ Ability to receive and respond to constructive feedback. ▶ Demonstrates good study habits and enthusiasm for learning. ▶ Ability to absorb technical information and produce assessment documentation. ▶ Ability to give constructive feedback to support training plans.
Service Delivery	<ul style="list-style-type: none"> ▶ Contribute to SLAs for Airways Business Units. ▶ Provide consistent, regular and comprehensive communication regarding system deficiencies and supply progress reports to stakeholders and team leader ▶ Support the monitoring of service delivery performance and ensure that service level agreements are not breached without

	<p>the stakeholders being given the opportunity of planning for deterioration in service. Identify improvements and undertake actions as required.</p> <ul style="list-style-type: none"> ▶ Implement approved Network and Firewall changes within the required timeframes.
<p>Network Support</p>	<ul style="list-style-type: none"> ▶ Act as a point of escalation for the Tier 2 customer contact and support a culture that focusses on exceeding customer expectations in resolving technical issues, faults and queries. ▶ Be available for the Networks on-call roster, for issues outside normal business hours ▶ Support with troubleshooting network or security faults ▶ 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. ▶ Involved with the support to Tier 1 for incident resolution as well as escalation to experienced engineers, when required. ▶ Act as a point of contact for Network 'Moves, Adds and Changes'. ▶ Act as a point of contact for Network Management System enhancements. ▶ Act as a point of contact in direct liaisons with customer and others regarding fault resolution. ▶ Provide support for proof of concept designs and LAB testing ▶ Support and contribute to the Acceptance Testing activities ▶ Assist with the control of network assets, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. ▶ Provide input 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. ▶ Assist with security risk, vulnerability assessments, and business impact analysis including investigations of security incidents, event or breaches and ensure recording of incidents and actions taken. ▶ Ensure specific security controls are applied in line with organisational policy and local risk assessments. ▶ Contribute to the availability management process and its operation and perform defined availability management tasks. ▶ Comply with disaster recovery protocols; assist with testing of recovery procedures.

	<ul style="list-style-type: none"> ▶ Assist with the identification of capacity issues; understand options for resolution. ▶ Assist with the upgrade and testing of network equipment software releases ▶ Through the Network Management Systems, provide Network performance and availability reporting.
<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>Project Delivery and Change Release</p>	<ul style="list-style-type: none"> ▶ Assist with driving the network component of projects to completion on time and to budget ensuring quality delivery. ▶ Maintain accurate project documentation and records, assist with the assessment, analysis, development and documentation of changes/releases, ensuring change control procedures and provide input into scheduling of releases . ▶ Assists with installation and project work. ▶ Assist with writing, reviewing and implementation of Network Event Notifications (NENs), Engineering Orders (EOs) and Firewall Change Requests (FCR) . ▶ Ensure that change documentation is updated as required. ▶ Assist with the implementation of the BAU and project configurations of new and existing operational devices. ▶ Assist with maintaining network equipment firmware lifecycle releases as per expenditure plan.
<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

	<p>advise Network Design team so that the Asset Management Plan (AMP) can be updated.</p>
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. ▶ Input into network support knowledge bases, resources, and troubleshooting tools and maintains familiarity with relevant technology and regulations. ▶ Identify deficiencies in processes and procedures, and actively promote the improvement process . ▶ Minimises the cost of all activities while fulfilling agreed customer requirements .
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.
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"> ▶ 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"> ▶ NIL.

Key Relationships / Customers	Nature of Relationship
Internal	
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	
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 an interest in network operation roles	✓	
Previous experience as a network support engineer in the telecommunications or banking sectors, or other large multi-platform environments	✓	
Highly technology literate with a background in networking and firewalling	✓	
Enjoy problem solving and genuine interest in helping others solve their technology issues	✓	
Inquisitive and positive attitude	✓	
Knowledge or skills in computer programming or scripting		✓
A+, N+, CCNA R&S or equivalent vendor certification		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Accountable - 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.		
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.	✓	
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.	✓	
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.

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.