AIRWAYS

Position Description

Title	National Systems Specialist
National Operations & Maintenance	
Locations:	Christchurch
Reports to:	Team Leader Systems Specialists
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	October 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, One Airways, 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 designing, deploying, and maintaining the infrastructure that enables Airways to deliver its Air Traffic Management services nationally and within our Pacific FIR. Airways technical assets are spread widely across the country and form a resilient mission critical infrastructure of national significance. Systems are often located in areas that are remote.

Purpose of the Position

The role of the Systems Specialist is to facilitate the achievement of high performing aviation based technology services and systems through an interdisciplinary systems engineering approach.

The Systems Specialist will work collaboratively with other engineering and technical staff to ensure new technology services are introduced into our operational environment safely and effectively, and are able to be supported throughout their lifecycle. They will then help to provide operational support and continuous service improvement for these technology services.

AIRWAYS

These services will include communications, navigation, surveillance, and air traffic management systems, their supporting networks and infrastructure, as well as their respective monitoring, observability, and control 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	
Flexibility and Team Work	▸ Communicate effectively and work together within the Technology Group team and all aspects of the Airways business to determine requirements and provide solutions to problems across the large range of CNS/ATM systems, in a timely and safe manner. ▸ Support team culture by actively participating in team developed solutions, e.g. improvements to monitoring and control. ▸ Provide technical resource, advice and support to other technical personnel when required. ▸ Provide timely, accurate and professional communication and updates within the Technology Group team and other relevant contacts, to ensure all relevant parties are situationally aware. ▸ Carry out delegated duties as assigned by the National Support Team Leader or National Support Manager. ▸ Assist in managing the demands of a high-pressure environment by maintaining a flexible, professional work ethic. ▸ Create a safe working environment by working together, and contributing to continuous improvement. ▸ Assist in the development of a knowledge sharing environment; appreciate other people's roles, values opinions and ideas and support the team.
Service Design	▸ Participate in the design and development of new services. ▸ Understand system interdependencies and apply inter and intra-system design principles. ▸ Assessing risk, identifying critical service and system dependencies and defining and implementing countermeasures.
Service Transition	▸ Designing and performing tests for the functionality, performance and manageability of services to support service transition activities.

	▸ Ensure specialist knowledge is available and managed effectively, and procedures, processes and documentation are fit for purpose. ▸ Create, review and validate proposed service changes and take part in implementation and testing. ▸ Managing system change by creating and reviewing engineering orders and managing them through to implementation. ▸ Assist in release and deployment management by assessing risk and impact of service change. ▸ Attend Change Advisory Board meetings.
Service Operation	▸ Proactively analyse, solve and assist with complex and critical faults. ▸ Develop or assist development of knowledge articles, training materials, certifications and carry out On-the-Job training on new and existing systems. ▸ Operationally maintaining the Configuration Management Systems and their data.
Quality and Continual Service Improvement	▸ Carry out trend monitoring to identify recurring faults and increase reliability. ▸ 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. ▸ Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment. ▸ Builds and maintains external support knowledge bases, resources, and troubleshooting tools and maintains familiarity with relevant technology and regulations. ▸ Minimises the cost of all activities while fulfilling agreed customer requirements.
Self-Development	▸ Monitors own performance and seeks development opportunities to improve performance. ▸ Implements agreed development plans within agreed timeframes.
Health & Safety	▸ 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.

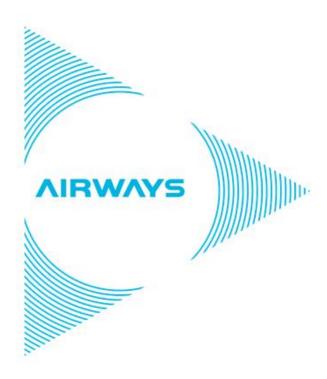|	
	▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training.
Travel Requirement	▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	▶ Responsible for managing a budget of $NIL.
Financial Delegation	▶ Delegated financial authority for Capital Expenditure of $ NIL. ▶ Delegated financial authority for Operational Expenditure of $ NIL.
Contractual Delegation	▶ Signing Authority to a limit of $ NIL.
Legislative Owner	▶ NIL.

Key Relationships / Customers	Nature of Relationship
Internal	
Technology Group teams	Work collaboratively with
Document Writer	Work collaboratively with
Maintenance field staff	Specialist assistance, knowledge sharing
Other Teams	Work collaboratively with, escalated fault resolutions, specialist assistance, knowledge sharing, performance/reliability issues, service design and transition
Project Manager/s	Service design and transition
ATS Operations	Specialist assistance, risk analysis, equipment performance issues
Training	Knowledge sharing and learning, course planning.
External	
National and International service providers	Engage with to deliver seamless service to Airways customers
Airlines, Airport and other Airways customers	Deliver services to.

AIRWAYS

Formal Qualifications / Training / Experience	Required	Desirable
Bachelor of Engineering, equivalent qualification or experience.	✓	
Cisco CCNA Certification or equivalent (if not a holder of above).		✓
Proven computer literacy and experience in using Microsoft Office products.	✓	
Computer hardware and software diagnostics, including system administration or re-configuration of Linux or Unix operating systems.	✓	
Experience with data centre operations and/or maintenance activities.	✓	
Strong understanding of ITIL concepts, processes and tools in conjunction with business analysis and configuration skills.		✓
Experience leading or working in a high preforming technical operations team, naturally inquisitive and driven to deliver across enterprise level.		✓
Systems-level knowledge of Air Navigation Systems and Air Traffic Management equipment; equipped to perform tasks such as: Approving or certifying technical operations, ensuring compliance with performance-based criteria for safety; designing components and sub-systems.		✓
Monitoring and management of complex networks, including fault isolation, configuration and testing. Familiarity with MPLS, Secure Data Centre architecture, and other network protocols/standards.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Ability to develop and document policy, process and procedures.	✓	
Adaptable and resilient with the willingness to assists in managing the demands of a high-pressure environment by maintaining a flexible, professional work ethic.	✓	
Strong leadership skills and aspirations.		✓
High level knowledge of network architectures and network management aystems.		✓

AIRWAYS

High level knowledge of Aviation Systems, Communications, Navigation, Surveillance, and Air Traffic Management.		✓
Strong understanding of the principles and methodology of systems engineering.		✓
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.	✓	
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.	✓	
Collecting, Analysing, and Using Information - Proven analytical ability; seeks data from manuals, logs, tests and inspections or experienced people when researching or troubleshooting problems; balances risk and competing factors when considering actions; uses knowledge of component, system and business needs to make decisions; takes information in quickly and uses it accurately.	✓	
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.	✓	
Owns 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.	✓	
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.	✓	
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	

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