



Position Description

Title	Oceanic Systems Team Leader
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Air Traffic Services Development

Locations:	Auckland
Reports to:	Manager Air Traffic Services Development
Direct Reports:	8
Indirect Reports:	N/A
Date:	February 2025

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 Air Traffic Services Development unit provides safe and reliable Air Traffic Management systems to our Service Delivery group. ATSD provides enhancement and problem fixing capability as well as operational support and adaptation.

Purpose of the Position

The key objective of this position is to manage the development of the Oceanic ATS operational systems in order to optimise system service delivery to reflect the changing needs of customers and staff. This includes maintaining an overview of current CNS/ATM system developments in the international aviation community in order to anticipate/evaluate enhancements for Airways OCS and identify opportunities.

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"> ▶ Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. ▶ Be a role model for our shared values ▶ Provide leadership to develop and build an engaged and high performing team ▶ Manage performance of individuals and business area ensuring objectives and operational requirements are achieved.
Management	<ul style="list-style-type: none"> ▶ Represent the business and operational needs of the BU Managers to Technology and Support and ATS Development. ▶ Manage the System Readiness Testing, SRT, program for the Oceanic system. ▶ Ensure the Oceanic systems business's integrity is not threatened by the demands of off shore work. ▶ Manage the resource needs of the Oceanic Systems Team to ensure agreed projects/tasks are completed as planned.
Software Delivery	<ul style="list-style-type: none"> ▶ Maintains currency with all systems for which the Oceanic Systems team is responsible. ▶ Provides expert guidance in problem solving activities, bringing commercial and deadline concerns into the mix, and maintains a hands-on approach. ▶ Takes necessary leadership action in times of emergency or unscheduled events, regardless of when they occur. ▶ Leads the monitoring of software development and service delivery performance, and identifying improvements and lead actions as required. ▶ Acts as a point of escalation and drives a culture that focuses on exceeding customer expectations in resolving software issues, faults and queries.
Quality and Continuous Improvement	<ul style="list-style-type: none"> ▶ Prepares the necessary reports and documentation to support all activities. ▶ Manages Redmine, inputting data, classifying information and allocating priorities ▶ Monitors OCS, identifies and replicates software defects to determine subsequent action taken. ▶ Monitors FANSIA environment and identify issues requiring action. ▶ Ensures that the relevant operational and technical procedures are followed. ▶ Makes recommendations on systems improvement.
Customer Focus	<ul style="list-style-type: none"> ▶ Works closely with the Oceanic Operations team to maintain excellent relationships with them.

	<ul style="list-style-type: none"> ▶ Strengthens and grows relationships within and outside Airways. ▶ Interacts professionally and provides excellent customer service on behalf of Airways. ▶ Assists in minimising the cost of all activities whilst fulfilling agreed customer requirements.
Governance	<ul style="list-style-type: none"> ▶ Complies with the provisions of all legislation and governance requirements, including financial delegations. ▶ Maintains familiarity with relevant technology and regulations. ▶ Demonstrates technical, leadership and administrative responsibility for people, tasks and areas assigned to your care.
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. ▶ Develops and maintains technical skills and knowledge. ▶ Actively participates in training and development to enhance own knowledge and skills.
Health & Safety	<ul style="list-style-type: none"> ▶ Responsible for pro-actively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors. ▶ Accountable for providing a safe work environment and implementing Airways health & safety systems for all staff and contractors. ▶ Accountable for creating a culture that promotes health & safety, responsible for ensuring staff and contractors understand their health & safety obligations including obligations to keep Airways secure ▶ Responsible for driving continuous improvement in all aspects of health & safety and ensuring any current or new work practices are assessed for potential safety impact and they deliver on safety excellence.
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. From time to time, this may involve projects outside of the assigned region and includes occasional international travel.
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	
Manager Air Traffic Services Development	Manager – reports to
Oceanic Systems Team	Direct reports
Other Oceanic Managers and wider Airways Team	Work collaboratively with and contribute to overall team environment.
External	
External Contractors and Suppliers	Liaise with as required.

Formal Qualifications / Training / Experience	Required	Desirable
Experience in systems development (5+ years)	✓	
Experience leading technical, high performing teams		✓
Oceanic Rating		✓
Good working knowledge of OCS and Oceanic Procedures		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Understanding of regulatory environment – New Zealand and International		✓
Project management frameworks		✓
Self-motivated, able to work with minimal supervision and to tight deadlines	✓	
Good verbal and written communication skills	✓	
Risk assessment and financial awareness	✓	
Commercial Acumen - Drives the commercial success of Airways by creating value, managing costs and/or defining sustainable profit-driven prices; proactively researches trends, competitors, customer requirements, opportunities; ensures internal customers are aware of costs; champions Airways as a thriving, successful and profitable business.	✓	

<p>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.</p>	<p>✓</p>	
<p>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.</p>	<p>✓</p>	
<p>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.</p>	<p>✓</p>	
<p>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.</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>	
<p>Managing Performance - Sets milestones and timeframes to achieve objectives and operational requirements; determines priorities and allocates responsibilities and manages workflow; establishes measures and monitoring systems; monitors unit and individual performance, putting (joint) action plans in place to address areas of non-compliance; anticipates hurdles and has contingency plans to get around them.</p>	<p>✓</p>	
<p>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</p>	<p>✓</p>	

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, 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