

Position Description

Title	CNS Technician and Senior Technician
Technology	
Locations:	Queenstown basin and Southern Region
Reports to:	CNS Team Leader
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	December 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 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 and Senior Technician positions are to work as part of the Communications, Navigation and Surveillance (CNS) Maintenance Team to maintain the functionality and availability of Airways operational systems by:

- ▶ Supporting and/or performing fault rectification
- ▶ Conducting preventative maintenance
- ▶ Installing Communications, Navigation and Surveillance / Air Traffic Management systems
- ▶ Providing technical leadership to projects and other initiatives (senior level).

This role is expected 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	Technician	Senior Technician
Communications, Navigation and Surveillance (CNS) Maintenance	<ul style="list-style-type: none"> ▶ Develop knowledge and experience with the operation of the Airways environment and systems, providing support to the senior and principal technicians. ▶ Sufficient technical knowledge and theoretical understanding with some practical experience in a field of electronic, telecommunication and/or electrical systems. ▶ Support the installation, testing, commissioning of new systems, services, and technologies. ▶ Support maintenance of Airways systems for maximum availability to operating conditions and design intention to achieve lifecycle expectations. ▶ Responsible for ensuring that all change, maintenance, and repair work meets the required safety standards before being released back into operational service. ▶ Support the Fault analysis and problem solving for specialised Airways systems. ▶ Contribute to technical documentation and incident reports. ▶ Develop a broad technical understanding of methods and 	<ul style="list-style-type: none"> ▶ Develop and maintain a broad knowledge and experience with the operation of Airways specialised environment and systems. ▶ Trusted to work independently within the Airways environment, supporting the team with the critical services. ▶ Sufficient technical knowledge and theoretical understanding of the principals with practical experience in fields of electronic, telecommunication and electrical systems. ▶ Support the 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. ▶ Responsible for ensuring that all change, maintenance, and repair work meets the required safety standards before being released back into operational service. ▶ Evaluate performance and reliability, following the maintenance strategies, procedures for Airways specialist systems. ▶ Fault analysis and problem solving for specialised Airways systems. ▶ Contribute to and review, business cases, change requests, and design certificates, analysing operational and personal safety procedures and requirements.

	<ul style="list-style-type: none"> procedures backed by theoretical principals. ▶ Contribute to the development of technical training materials, modules, and practices. 	<ul style="list-style-type: none"> ▶ Contribute to technical documentation, incident reports, procedures, and specifications. ▶ Develop subject matter expertise, leadership, and escalated support for assigned sites and systems. ▶ Contribute to the coordination of expenditure for the CAPEX/OPEX budgets for assigned sites, systems, and projects.
Technical Leadership	<ul style="list-style-type: none"> ▶ N/A 	<ul style="list-style-type: none"> ▶ Support recruitment and assessment of candidate's personality and team fit as required. ▶ Supervise and certify practical on the job training needs among the team. ▶ Contribute to the development of technical training materials, modules, and practices.
Contractor Management	<ul style="list-style-type: none"> ▶ Responsible for induction and supervision of contractors on site. ▶ Work with contractors ensuring hazards, risks, tasks, and procedures are evaluated and reported. ▶ Supervise contractors' safe work practices to ensure requirements and procedures are followed. ▶ Communicate improvements and report on lessons and findings. 	<ul style="list-style-type: none"> ▶ Responsible for training, and supervision, of contractors. ▶ Induction and supervision on of contractors on site. ▶ Coordinate with contractors ensuring hazards, risks, tasks, and procedures are evaluated and reported. ▶ Manage contractors' safe work practices to ensure requirements and procedures are followed. ▶ Communicate improvements and report on lessons and findings.

Site Management	<ul style="list-style-type: none"> ▶ Responsible for ensuring site safety, access and induction procedures are followed at Airways operational sites. ▶ Contribute to site related technical documents, designs, changes requests, and drawings. ▶ Support projects and tasks on site. ▶ Contribute to quality improvements and tidiness on sites. 	<ul style="list-style-type: none"> ▶ Responsible for site safety, access, and induction at assigned Airways operational sites. ▶ Manage operational sites and the interoperability of the aviation systems. ▶ Support the strategic, sustainable, and technological improvements for Airways sites. ▶ Prepare and review site related technical documents, designs, changes requests, and drawings. ▶ Lead technician for projects and tasks, managing and coordinating small teams of Airways staff and contractors on site. ▶ 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 relevant legislation and regulatory frameworks, including but not limited to 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. ▶ Conduct regular quality inspections on Airways systems, responsible for the compliance with safety regulations and standards. ▶ Contributes to the necessary documentation to support all activities. 	<ul style="list-style-type: none"> ▶ Compliance with all relevant legislation and regulatory frameworks, including but not limited to 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. ▶ Conduct regular quality inspections on Airways systems, responsible for the compliance with safety regulations and standards. ▶ Prepares and reviews the necessary documentation to support all activities. ▶ Identify and maintain familiarity to standards and regulation relevant to the engineering discipline.

	<ul style="list-style-type: none"> ▶ Identify and maintain familiarity to standards and regulation relevant to the engineering discipline. 	
Relationship Management	<ul style="list-style-type: none"> ▶ Build and maintain good relationships, managing expectations with stakeholders, suppliers, and customers, both internal and external. ▶ Collaborate with project managers, engineers, and specialists. 	
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. ▶ Keep up to date with new engineering technology and processes. 	
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 an <u>opex</u> budget of \$NIL. 	
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for capex business cases \$NIL. ▶ Delegated financial authority for <u>transactional expenditure</u> of \$NIL. 	
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$NIL. ▶ Please refer to Delegated Financial Authority Policy for further information. 	
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL. 	
Safety Sensitive	<ul style="list-style-type: none"> ▶ YES. 	

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	Additional Senior Requirement
Bachelor of Engineering - Washington or Sydney Accord in Electronic, Telecommunication and Electrical, or equivalent experience.	✓		
2 years plus of experience working in a relevant field of electronic, telecommunications, electrical or networking.	✓		5 years plus of experience working in a relevant field of electronic, telecommunications, electrical or networking.
2 years plus of experience and training in the 'Airways Competency Framework', to work independently in the Airways environment.			✓

Proven experience in problem solving and fault rectification.	✓		Proven experience in engineering problem solving and fault rectification with quality outcomes on specialist systems.
Experience working collaboratively in teams on projects ensuring safety and compliance.		✓	Experience as a technical lead coordinating teams and contractors on projects ensuring safety and compliance.
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.		✓	Electrical workers registration EI- Electrical Installer or higher.

Key Competencies / Skills / Knowledge	Required	Desired
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.	✓	
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.	✓	
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	✓	

<p>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.</p>		
<p>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.</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>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>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>	✓	

Key Behaviours – Leading Self		Required
Put Our People First	Lead and Engage Authentically	<p>Coaches and develops others: Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others</p> <p>Fosters trust, safety, and inclusion: Treats others with respect and values diverse perspectives</p> <p>Celebrates the success and achievements of others: Congratulates peers on their success</p>
Serve all Airspace users	Safety Focused Thinking	<p>Operates with a safety-led mindset: Takes personal accountability for the safety of themselves and those around them, and proposes new ideas to improve safety</p> <p>Applies a customer-centric lens: Understands the needs of relevant customers and stakeholders</p>
Unlock Future Growth	Innovation & Results Driven	<p>Focuses on growth, financial performance, and drives innovation: Focuses on growth and financial impacts and looks for innovative solutions</p> <p>Considers future needs when making decisions: Understands future objectives and needs</p> <p>Strives for excellence in performance: Completes day to day tasks at a high quality</p>
Support Sustainable Aviation	Sustainability Champion	<p>Promotes sustainability and champions sustainable practices: Champions Airways commitment to sustainability</p> <p>Embeds and improves sustainable practices: Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes</p>

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