



Position Description

Title	Technical Coordinator
National Operations and Maintenance	
Locations:	Christchurch
Reports to:	Technical Coordinator Team Leader
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	April 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 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.

Purpose of the Position

Work collaboratively as part of the Technology Group National Support team to deliver safe and efficient technical services in accordance with agreed standards and procedures. This includes:

- Monitoring and control of air traffic management, communications, surveillance, and navigation systems, along with their support equipment and the related network infrastructure throughout New Zealand on a 24/7 basis.
- Coordinating fault management and maintenance activities between Technology Group personnel, external service providers, and Air Traffic Control operations.
- Providing first line technical support and restoration of Air Traffic services
- Providing operational support for field maintenance technicians.
- Being the customer interface for all services operated by Airway's Technology Group.

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	
Service Operation	<ul style="list-style-type: none"> ▶ Manage and coordinate operational releases of equipment, as required for maintenance within service level agreements. ▶ Provide active monitoring and control of all national and international systems, operational equipment and services by being constantly vigilant and pro-active in identifying degraded system components. ▶ Provide first level response, support and analytic techniques to identify, diagnose and resolve system and operational equipment faults. ▶ Provide system restoration and modifications through electronic control or by means of remote technicians. ▶ Apply expertise and understanding of the wider system to diagnose and determine the potential impact of events and actions to enable short- and long-term fault resolution. ▶ Maintain an operational awareness of service availability and vulnerability and balance risk/competing factors when considering actions. ▶ Escalate and work in conjunction with specialist teams and outside agencies to address and communicate system issues. ▶ Communicate systems deficiencies to the relevant parties and articulate risk to system availability. ▶ Undertake fault repair, maintenance and installation work as required. ▶ Ensure data is entered into the system and track/log faults in a timely and accurate manner. ▶ Keep Air Traffic Control informed of system status and potential impact of planned works. ▶ Request Notices To Air Men (NOTAM) to be issued for Airways' equipment.
Quality and Continual Service Improvement	<ul style="list-style-type: none"> ▶ 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.

	<ul style="list-style-type: none"> ▶ Contribute to and comply with team derived protocols and work methods. ▶ Ensure that all repair and maintenance work meet the required standards. ▶ Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment. ▶ Participate as a subject matter expert in internal audit activity including acting as escort or auditor. ▶ Builds and maintains external support knowledge bases, resources, and troubleshooting tools and maintains familiarity with relevant technology and regulations. ▶ Identify deficiencies in processes and procedures, and actively lead the improvement process. ▶ Minimises the cost of all activities while fulfilling agreed customer requirements. ▶ Undertakes handover process at the start of each shift.
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 <u>capex business cases</u> \$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	
Technology Group	Works collaboratively with
National Systems Specialists	Works collaboratively with
Document Writer	Specialist assistance, equipment performance issues
Maintenance Field staff	Specialist assistance, knowledge sharing
Engineering	Specialist assistance, knowledge sharing, performance/reliability issues
ATS Operations	Specialist assistance, equipment performance issues
Technical Training	Knowledge sharing and learning
National Operations and Maintenance Leadership	Escalate equipment performance issues to.
External	
National and International service providers	Engage with to deliver seamless service to Airways customers
Contractors & Suppliers (e.g. Spark)	Engage with to deliver seamless service to Airways customers
Airlines, Airport and other Airways customers	Deliver services to.

Formal Qualifications / Training / Experience	Required	Desirable
B. Eng. Tech (Electrical, Networks, Computing) or B. Eng. Tech (Electrical, Electronics), or equivalent with courses in Telecommunications.		✓
Cisco CCNA Certification or equivalent (if not a holder of above).		✓
Proven capabilities in monitoring and management of a wide variety of technologies, including fault isolation, configuration and servicing in an organisation of similar size and complexity to Airways.	✓	

Good understanding of modern service management framework.		✓
Familiar with the aviation environment including awareness of ICAO authority requirements/recommendations and NZ CAA rules applying to Airways business 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.		✓
Experienced in technical documentation with the ability to research and prepare original material in a timely and efficient manner.	✓	
Systems-level knowledge of and competence in ANS and ATM systems.		✓
EST or EAS Q (Endorsed to connect & disconnect from fixed wiring).		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Efficient user of MS Office.	✓	
Technical equipment competencies - Ability to hold ANS technical equipment certifications/competencies.	✓	
Flexible and able to work 24/7 shifts with the ability to travel/work outside of normal business hours including standby rosters and overseas travel.	✓	
Excellent communication and interpersonal skills with the ability to communicate with a diverse range of professions at all levels.	✓	
Very good time management with the ability to cope and deliver in time-sensitive situations.	✓	
Adaptable and resilient with the willingness to assists in managing the demands of a high-pressure environment by maintaining a flexible, professional work ethic.	✓	
Very good operational and situational awareness.	✓	
Very able to plan, organise and coordinate work without guidance, resulting in cost-effective outcomes.	✓	
Proven analytical and quality improvement ability with a strong commitment to continuous improvement and quality management.	✓	

Technically adept with a strong understanding of systems and a demonstrated ability to effectively identify, manage and resolve technical problems and faults.	✓	
Understands NZ safety legislation and a demonstrated history of safety compliance including experience working in safety-sensitive environments.	✓	
Equipment Maintenance and Repair skills in ATC Centre.		✓
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.	✓	
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.	✓	
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.	✓	
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.	✓	
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.	✓	
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.	✓	

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.