



## Position Description

<b>Title</b>	<b>Senior Network Support Engineer</b>
<b>Technology</b>	
Locations:	Christchurch
Reports to:	Team Leader Network Support
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	April 2026

### 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](http://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.

The senior engineer exhibits pride and ownership for the stability and reliability of the network to deliver the best network experience for our customers. Provides guidance and coaching of others, to enhance network operations. Projecting a positive, inquisitive attitude to solving issues, discovering solutions, and leading by example.

The Senior Engineer has an in-depth knowledge of the network and the services operating across it. They are highly skilled in network management, operation and support. Able to research solutions for any request assigned to them or the team and work with minimal guidance.

A major focus is on the implementation and support of network changes to the Airways operational networks and international client networks as required.

## 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"> <li>▶ Empower, motivate, and share expertise to support the development of others to enable an engaged and high performing business.</li> <li>▶ Provide thought leadership and act as a subject matter expert in field of network operation and support.</li> <li>▶ Consistently demonstrate Airways values, support change initiatives and ensure a customer focussed approach in all activity.</li> <li>▶ Provide on-the-job training and support the preparation of training course material for staff in training if requested.</li> <li>▶ Keeping abreast of network technology trends, sharing knowledge with the team.</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>▶ Provide consistent, regular, and comprehensive communication regarding system deficiencies and supply progress reports to senior stakeholders and management, including recommendations of options and a solution.</li> <li>▶ Act as a subject matter expert regarding the impact of “Moves, Adds and Changes” on services.</li> <li>▶ Provide Tier 3 support to services, including proof-of-concept designs and LAB testing.</li> <li>▶ Support the monitoring of service delivery performance and ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for deterioration in service.</li> <li>▶ Proactively maintaining the business-as-usual and day to day requirements for all Airways mission-critical network, network systems and security appliance.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Proactively identifying and leading BAU lifecycle programs in the production or lab networks.</li> <li>▶ Provide oversight to the writing, reviewing and implementation of Network Event Notifications (NENs), Engineering Orders (EOs) Low Level Network Designs (LLND) and Firewall Change Requests (FCR) within the required timeframes.</li> <li>▶ Provide oversight and assurance that change documentation is accurate and updated as required.</li> <li>▶ Provide subject matter oversight of all releases occurring.</li> </ul>
<p>Network Operations</p>	<ul style="list-style-type: none"> <li>▶ Perform root cause analysis of network issues and recommend corrective actions.</li> <li>▶ Ensure that the relevant operational and technical procedures are followed in all activities involving Airways equipment.</li> <li>▶ Act as a point of escalation for the Tier 3 customer contact and drive a culture that focusses on exceeding customer expectations in resolving technical issues, faults or queries.</li> <li>▶ Be available for the Networks standby roster, for issues outside normal business hours.</li> <li>▶ Proactively lead the investigation of escalated or medium-term faults through to resolution.</li> <li>▶ Utilise subject matter expertise to clearly understand and articulate the risk to system availability or performance to the relevant parties when individual system components either fail or are released to service.</li> <li>▶ Support and contribute to the FAT/SAT/Proof of Concept activities.</li> <li>▶ Contribute to the availability and performance management processes and operation.</li> <li>▶ Identification of capacity or performance issues and recommend solutions.</li> <li>▶ Development and use of scripting to automate repeatable tasks.</li> </ul>
<p>Security and Risk</p>	<ul style="list-style-type: none"> <li>▶ Involved with security risk, vulnerability assessments, and business impact analysis for medium complexity networks including investigations of security incidents, event, or breaches.</li> <li>▶ Ensure risk assessments for networks are performed and that specific security controls are applied in line with organisational policy and local risk assessments.</li> <li>▶ Respond to security incidents and breaches, by applying the appropriate actions from policy or guidelines and documenting all actions taken.</li> <li>▶ Ensure actions for disaster recovery and documentation for procedures, lead testing for recovery procedures.</li> </ul>

<p>Asset Management</p>	<ul style="list-style-type: none"> <li>▶ 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.</li> <li>▶ 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.</li> <li>▶ Highlight and resolve potential instances of unidentified assets, network objects or changes to the Airways network. Ensuring information is relayed in a timely manner to the Network Design team so that the Asset Management Plan (AMP) can be updated.</li> </ul>
<p>Quality and Continuous Improvement</p>	<ul style="list-style-type: none"> <li>▶ Proactively identifying and leading continuous improvement processes.</li> <li>▶ Make recommendations on the maintenance and improvement of assigned technical systems.</li> <li>▶ Maintains and adds to network support knowledge bases, resources, and troubleshooting tools.</li> <li>▶ Minimises the cost of all activities while fulfilling agreed customer requirements.</li> <li>▶ Provide feedback to Network Design team with recommendations on improvements to performance and availability of the network.</li> </ul>
<p>Self-Development</p>	<ul style="list-style-type: none"> <li>▶ Monitors own performance and seeks development opportunities to improve performance.</li> <li>▶ Implements agreed development plans within agreed timeframes.</li> </ul>
<p>Health &amp; Safety</p>	<ul style="list-style-type: none"> <li>▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do.</li> <li>▶ Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business.</li> <li>▶ Responsible for ensuring Airways security is maintained at all times.</li> <li>▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training.</li> </ul>
<p>Travel Requirement</p>	<ul style="list-style-type: none"> <li>▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.</li> </ul>
<p>Budget</p>	<ul style="list-style-type: none"> <li>▶ Responsible for managing an <u>opex</u> budget of \$NIL.</li> </ul>
<p>Financial Delegation</p>	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for <u>capex business cases</u> \$NIL.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for <u>transactional expenditure</u> of \$NIL.</li> </ul>
Contractual Delegation	<ul style="list-style-type: none"> <li>▶ Signing Authority to a limit of \$ NIL.</li> <li>▶ Please refer to <a href="#">Delegated Authority Policy</a> for further information.</li> </ul>
Legislative Owner	<ul style="list-style-type: none"> <li>▶ NIL.</li> </ul>
Safety Sensitive	<ul style="list-style-type: none"> <li>▶ YES.</li> </ul>

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
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.
<b>External</b>	
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 five to seven years of experience in network support or network operation roles for other organisations of similar size and complexity to Airways	✓	
Highly technology literate with a background in networking and firewalling	✓	
Experienced with managing suppliers/vendors	✓	
Experienced coaching and mentoring the performance and development of junior or trainee staff members	✓	
Previous experience in, and a genuine passion for the aviation, transport or technology industries	✓	
Previous senior level experience as a network support engineer in the telecommunications or banking sectors, or other large multi-platform environments		✓

Key Competencies / Skills / Knowledge	Required	Desirable
<b>Accountable</b> - 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.	✓	
<b>Communication</b> - 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.	✓	
<b>Customer &amp; Partnership Focused</b> - 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.	✓	
<b>Dealing with Pressure</b> - 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.	✓	
<b>Enthuses &amp; Inspires</b> - 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.	✓	
<b>Our Values</b> - 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. <Keep for all roles>	✓	
<b>Planned &amp; Organised</b> - 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.		
<b>Problem Solving</b> - 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.	✓	
<b>Quality Focused</b> - 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.	✓	

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

Key Behaviours – Leading Self			Required
		<p><b>Strives for excellence in performance:</b> Completes day to day tasks at a high quality</p>	
Support Sustainable Aviation	Sustainability Champion	<p><b>Promotes sustainability and champions sustainable practices:</b> Champions Airways commitment to sustainability</p> <p><b>Embeds and improves sustainable practices:</b> 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