

Position Description

Title	Product Specialist
Products (Digital)	
Locations:	Christchurch
Reports to:	Team Leader – Delivery & Support
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	June 2026

Overview

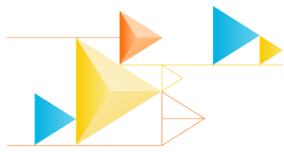
Airways International Ltd (AIL) is the commercial arm of Airways New Zealand – providing air traffic services training, simulation & selection solutions, uncrewed traffic management, aeronautical information management, flight procedures and aviation consultancy services to the global aviation industry.

As pioneers and market leaders, we partner with some of the best in the industry to develop and deliver world-leading products and services. To learn more about our people and organisational structure, check out www.airwaysinternational.com

Purpose of the Position

This role delivers contracted customer work and other projects within the Products (Digital) team thereby contributing directly to product growth. Supported by our Team Leader – Delivery & Support and Product Owners, this role is responsible for product delivery to customers. A deep knowledge of our products is required to enable you to configure and/or install these for customers e.g. ATC candidate selection, training and simulation technologies, Unmanned Aircraft System Traffic Management (UTM) etc. Meeting contracted deliverables on time, you will be someone we can rely on and you'll develop relationships with our customers while championing customer service. This diverse, delivery-focused role will be responsible for:

- ▶ Planning, co-ordinating and delivering services to meet customer contracts within (sometimes tight) timeframes
- ▶ Documenting outputs, providing regular updates to stakeholders, and completing delivery work
- ▶ Maintaining high quality standards
- ▶ Demonstrating deep knowledge of our products
- ▶ Providing estimates for contracts and supporting sales proposals and bids
- ▶ Adhering to agreed processes (e.g. sign-offs, release sheets)
- ▶ Understanding customer requirements
- ▶ Demonstrating continuous improvement e.g. refining services estimates, creating delivery templates, informing product improvements
- ▶ Working collaboratively with customers and stakeholders



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

Product Delivery

- ▶ Deliver quality services that meet customer expectations and success criteria.
- ▶ Deliver customer-facing quality documentation
- ▶ Train team members and customers.
- ▶ Accountable for delivering outputs on time and on scope.
- ▶ Create realistic delivery timelines that meet customer requirements, and proactively monitor these for on-time delivery across multiple projects.
- ▶ Provide delivery estimates for contracts, and support sales proposals and bids.
- ▶ Log time and ensure other resources' time is logged correctly to projects so profitability can be accurately determined.
- ▶ Ensure support is in place while delivery is undertaken (customer-use periods).
- ▶ Post-project complete hand-over to support team.
- ▶ Work collaboratively with customers and staff.
- ▶ Commit to agile practices and proactively keep the team informed on progress.
- ▶ Manage own time to be effective across multiple product deliveries.
- ▶ Document delivery processes and deliverables.
- ▶ Adhere to agreed processes (e.g. sign-offs, acceptance testing, quality assurance, release sheets).
- ▶ Demonstrate a deep knowledge of our products.
- ▶ Demonstrate a problem-solving, tech-savvy approach.
- ▶ Support level 2 and 3 related queries from our Helpdesk team.
- ▶ Reach an expert-level understanding for agreed products (although you will undertake deliveries across all products).
- ▶ Prepare, analyze and deliver work to support project initiatives as requested.
- ▶ Examples of deliveries:
 - Install and configure ATC simulation solutions.
 - Implement location specific simulation data such as airspace, sector & AIP procedure development, airfield characteristics (taxi ways, aircraft etc).
 - Co-ordinate international ATC selection including organising recruitment, testing, recommendations reporting, and training test administrators.
 - Deployment of training technologies and assessment tools.
 - Support the implementation of a UTM system.



Value Proposition & Product Development	<ul style="list-style-type: none"> ▶ Understand our products value proposition and key messages and deliver quality outputs so that products live up to the CVP and are highly valued by customers. ▶ Support Product Development team where required e.g. market investigation, minimal viable product analysis, product resources.
Monitoring & Continuous Improvement	<ul style="list-style-type: none"> ▶ Demonstrate continuous improvement e.g. refining services estimates, creating delivery templates. ▶ Ensure there is no single point of failure by sharing knowledge and capturing learnings into templates, as well as demonstrating learning e.g. new products. ▶ Suggest ideas to improve product(s) based on market intelligence or feedback. ▶ Monitor and evaluate the effectiveness of services provided to customers and where appropriate, provide feedback and recommend corrective action to team.
Stakeholder Management	<ul style="list-style-type: none"> ▶ Build relationships with customers so they look forward to working with you. ▶ Work with relevant internal and external parties (such as, subject-matter experts (SMEs), customers, design, marketing and development teams) to support delivery of innovative, fit for purpose solutions which balance time, cost, quality and performance. ▶ Maintain professionalism with customers, external and internal parties and represent Airways in a positive, enthusiastic way. ▶ Champion customer needs and products and work collaboratively with others.
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 & Risk	<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/AIL 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. ▶ Responsible for identifying and proactively reporting risks. ▶ Participates in activities undertaken to manage risk across Airways including improving controls effectiveness.
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 <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 Authority Policy for further information.
Legislative Owner	▶ Nil.
Safety Sensitive	▶ No.

Key Relationships / Customers	Nature of Relationship
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Internal

Head of Products (Digital)	Senior Leader, provides strategic direction
Team Leader – Delivery & Support	Manager, reports to
Product Owners	Work collaboratively with to deliver work
Product Specialists	Work collaboratively with to deliver work
Software Development Manager	Work collaboratively with to deliver work
AIL and Airways people	Work collaboratively with to deliver work

External

Customers and partners	Key stakeholders and customers
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Formal Qualifications / Training / Experience	Required	Desirable
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Tertiary qualification (degree)		✓
Technology-savvy e.g. frequent user of technology, understanding of hardware	✓	
Academic study in one or more of the following: commerce/business administration, software, education, digital technology, sales and marketing, project management, technology support, engineering		✓
Competent user of Microsoft Office and digital technology in general	✓	
Experience delivering training to customers		✓

Key Competencies / Skills / Knowledge	Required	Desirable
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Committed team player who is motivated, enthusiastic, able to use initiative and problem-solve to get things done	✓	
Knowledge of aviation and /or air traffic management		✓



Superior communicating skills, both verbal and written	✓	
Demonstrated interpersonal skills and collaborative behaviours, with the ability to work with diverse teams and people; confidence building relationships and networks across the business and with customers	✓	
Creative, detail oriented, and able to multi-task	✓	
Able to prioritise and be pro-active, with a sense of urgency and an eye on deadlines (great time-management)	✓	
Culturally sensitive, considerate and confident when dealing with others.	✓	
Our Values - Demonstrates the Airways/AIL 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	✓	
Customer & Partnership Focused - Builds long-term, sustainable relationships with customers/partners. Manages expectations and builds respect. Measures performance against customer-based targets. Delivers on promises to customers and personally commits to resolving customer issues. Inspires a customer-centric approach.	✓	
Accountable - Owns decisions and is accountable; consults with people; accesses information and analyses facts from a broad viewpoint; balances the needs of stakeholders; has confidence in decisions; identifies core principles, and applies them consistently to decisions. Knows when to ask for help and escalate a decision or direction.	✓	
Quality Focused - Produces results that are of a constant high standard despite pressing deadlines; is detail focussed; and corrects own errors. 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 check changes made.	✓	
Problem Solving - Seeks out information required; 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; has an open mind.	✓	

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>	✓



Key Behaviours – Leading Self			Required
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