

Post Title:	Technical Assistant – Air Traffic Management		
Salary:	£24,000.00		
Responsible To:	Operations Director	Staff Managed:	None
Draft at this Stage:	Issue	Date of Issue	22/12/2021

## Job Description and Responsibilities

### Job Purpose

The Technical Assistant (TA) will contribute to the Air Traffic Management (ATM) business element of Cyrrus. ATM falls within Operations and includes assisting the ATM, Wind Farm, Safeguarding and Instrument Flight Procedure (IFP) sections. The TA will be responsible for the timely delivery of aviation assessments in conjunction with the relevant consultant and project team.

The job context includes:

- Administration assistance to project teams.
- Developing reports, assessments and assisting with technical analysis.
- Producing diagrams and explanatory text.
- Planning and control of allocated work stream schedules to ensure on-time delivery to customers.
- Liaison with customers, developers, and Local Planning Authorities.
- Assisting Cyrrus with social media marketing activities.
- Represent Cyrrus in a positive manner and be familiar with our capabilities so as to share with existing and potential clients.

### Leadership Skills

Not required.

### Competency Skills

The role of Technical Assistant will typically undertake the following range of tasks:

- Undertake training and demonstrate competency in the use of specialist computer modelling and simulation tools.
  - Develop CAD drawings in support of project requirements.
  - Use 3D GIS models to produce data and graphics for inclusion in reports.
  - Develop 3D terrain models for Line-of-Sight assessments.

## Job Description and Responsibilities

- Run computer simulations of radio navigation systems for technical safeguarding assessments, facility siting, and system design.
- Develop and maintain internal databases as directed.
- Provide support to other staff members in the delivery of services.
- Assist in the development of safeguarding processes and procedures for Cyrrus and external customers.
- Provide diagrams, text and draft routine safeguarding reports.
- Attend customer sites, as directed, in the UK and overseas to provide on-site support and expertise while work is being undertaken by Cyrrus staff, customers or their contractors.
- Undertake any other duty/activity and reasonable requests from your line manager that you are deemed to have the necessary skills to complete.

## Skills & Knowledge

- Able to prioritise work requirements according to task importance and timescales.
- Commitment to Customer Care.
- Strong command of English language, both oral and written.
- Ability to develop solutions as well as identify problems.
- Ability to Work on own Initiative without Close Supervision.
- Ability to analyse documents and define action plans to resolve the issues working with key staff within Cyrrus.
- Be able to multi-task effectively.

## Qualifications and Experience

### Required:

- University degree (Engineering, Electronics, Computing, or equivalent qualification).

### Desirable but not essential:

- Post qualification experience using CAD software.
- Experience of using Geographic map data.
- Experience in the aviation field.
- Familiarity with regulatory requirements (ICAO, CAA, EUROCONTROL, etc.).

## Job Description and Responsibilities

### Occupational Skills

- Knowledge of mathematics.
- Knowledge of software used to support CAD operation, including MS Office Word and Excel.
- Excellent written and verbal communication skill.
- Good report writing skill.
- Strong technical and analytical skills.
- Presents data/information in an accessible, clear format suitable for a varied audience.

### Other Requirements

- Team worker.
- Good Interpersonal skills.
- Available to undertake tasks away from company premises, travelling both in the UK and abroad involving overnight accommodation away from company locations.
- Undertake any other duty/activity and reasonable requests from your line manager that you are deemed to have the necessary skills to complete.
- To be in possession of, or can obtain, an internationally recognised passport.
- Have the unrestricted right to live and work in the UK.

### Quality Requirements/Environmental Requirements

All employees are required to comply with the Business Management System policies, processes, and procedures. The Technical Assistance role has the following quality and environmental related requirements:

- Promote continuous improvement throughout Company operations.
- Operating within a clearly defined QMS.
- Operating within a clearly defined EMS
- Adhering to company policies and procedures.
- Promotion of Customer Focus.

## Job Description and Responsibilities

### Customer Service

Offer the best level of service to their customers and behave in a way that gives them confidence in our capability. Customers will be treated as individuals, with respect for their diversity, culture, and values.

### Data Protection (GDPR)

Comply with the Cyrrus policies and supporting documentation in relation to GDPR and Confidentiality.

### Health and Safety (H&S)

- Be aware of and implement your H&S responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the H&S policy and procedure.
- To work with colleagues and others to maintain health, safety, and welfare within the working environment.

### Equalities

- Within own area of responsibility work in accordance with the aims of the Equality Policy Statement.
- Commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect, human rights and working with others to keep vulnerable people safe from abuse and mistreatment.

### Flexibility

Cyrrus provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this outline job description provides a summary of the key aspects of the role, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Cyrrus Policies and Procedures.