



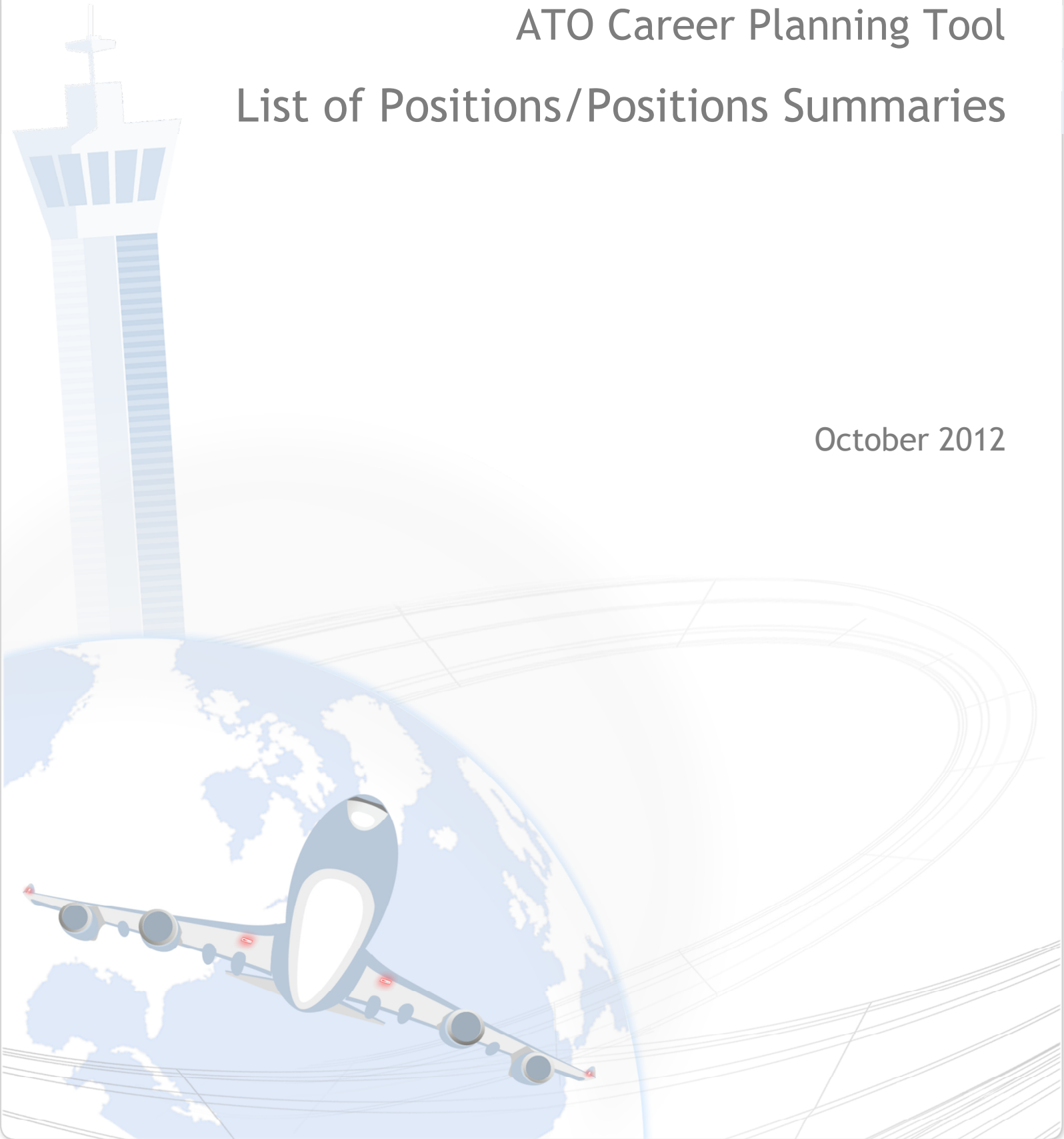
MyFAA

**MyATOCareer@FAA
Career Planning Tool**

ATO Career Planning Tool

List of Positions/Positions Summaries

October 2012



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Academy (ARC)

Academy Instructor

Academy Instructors provide classroom instruction in support of course curriculum related to technical operations, terminal or En route radar, tower cab, and air traffic fundamental training. Incumbents evaluate and maintain records of student performance and are responsible for the development and evaluation of courses. Incumbents utilize diverse instructional methods and approaches including multi-media applications, laboratory exercises, and demonstrations. They interact with students to provide academic coaching and guidance.

Academy Unit Manager

Academy Unit Managers provide first-line supervision and subject matter expertise for the unit. Incumbents are responsible for project planning and management throughout the project life-cycle. Incumbents evaluate instructors’ delivery of training, presentation of materials, and instructional techniques, and ensure the adherence to performance standards. They interact with Academy staff to direct, coordinate, schedule, and evaluate work activities; plan, organize, and assign work; and provide guidance and coaching to employees.

Academy Section Manager

Academy Section Managers provide second-line supervision and support long-term strategic plans, goals, and objectives. Incumbents are responsible for budget formulation and execution, and project planning and management. They also establish performance standards

and evaluate instructors' delivery of training, presentation of materials, and instructional techniques. They interact with Academy staff and supervision to direct, coordinate, schedule, and evaluate work activities; plan, organize, and assign work; and provide guidance and coaching to employees.

Academy Branch Manager

Academy Branch Managers provide administrative and technical direction of a designated branch. They direct subordinate personnel; coordinate, schedule, and evaluate work activities and cross-functional operations for the Branch. Incumbents implement and support AMA-500 management analysis, budget formulation and execution, facilities and equipment, program and project management, contract acquisition and monitoring, management goals and objectives, and long-term strategy and plans. They interact with subordinate supervisors and personnel to resolve complaints and grievances, referring more serious issues to a higher level manager.

Academy Assistant Division Manager

Academy Assistant Division Managers provide guidance and direction to supervisory ATCS and administrative staff. Incumbents are responsible for responding to a variety of inquiries pertaining to Air Traffic Training Programs and serve as a Subject Matter Experts for the instructional contract. Incumbents also evaluate reports on Division plans, national policies affecting the Division, and potential problems between the division and national plans. Division Staff Managers interact with the Division Manager to provide advice and counsel concerning operational and managerial issues, and may also act in the absence of the Division Manager.

Academy Division Manager

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Academy Division Managers provide final authorization for the managerial responsibilities of the Division staff including selections, promotions, disciplinary actions, evaluations and resolution of grievances and complaints. Incumbents are responsible for the overall operation of the Air Traffic Division and oversee managers' projects as assigned by the ATO. Division Managers ensure training programs meet requirements necessary to support the ATO in a cost-effective manner and directs the Quality Assurance program. Division Managers interacts with ATO management to provide advice and counsel regarding operational and managerial concerns.

Air Traffic

Certified Professional Controller

Certified Professional Controllers (CPCs) provide direction for aircrafts on the ground and in assigned airspace using radar, computer systems, and visual references. They apply

separation standards and vectoring procedures to issue instructions related to speed, altitude, and direction. Incumbents are responsible for organizing the flow of aircrafts into and out of the airport; take off's and landings; and provide instructions and alerts in the event of emergency situations or changes in weather conditions. Incumbents coordinate with ground vehicles and personnel to ensure safe, efficient, and timely service.

Facility Support Staff Personnel

Facility Support Staff Personnel contribute to the delivery of air traffic services by providing administrative and staff support. They leverage technical and operational expertise in areas such as: airspace and procedures, quality control, training, plans and programs, special operations and automation. They provide support by conducting research and analysis; preparing correspondence; developing and conducting training; coordinating and collaborating across service units, adjacent facilities, and organizational lines of business; serving on committees (e.g., review boards); as well as serving as a continuous contact point for external customers.

Traffic Management Coord/Spec (TMC/TMS)

Traffic Management Coordinators (TMCs) provide traffic management instructions and restrictions to adjust traffic flow and ensure safe, orderly and expeditious flow of traffic while minimizing delays and maximizing system capacity. Incumbents are responsible for monitoring weather conditions, facility capacity, and personnel/equipment status. They develop and implement traffic management initiatives for the purpose of regulating and balancing traffic flow between facilities/sectors. Incumbents interact with CPCs to ensure that established policies and procedures are followed and may issue requests to space, hold, or reroute traffic to maintain appropriate traffic flow.

Air Traffic Control Specialist (2152; HQ) J/K Band

Non-supervisory Air Traffic Control Specialists bring a field perspective to the headquarters context. They develop and oversee national air traffic programs, policies, directives, and procedures and support their implementation by facilitating the provision of associated resources, tools, and training. They provide interpretation of policies, support the development of business cases, and prepare and deliver briefings to internal/external stakeholders.

Front-Line Manager (FLM)—Air Traffic

Front Line Managers (FLMs) provide direct supervision for air traffic controllers, engineers, technicians, and/or other control room personnel. They plan and assign work, set priorities and work schedules, approve leave, evaluate employee performance, provide career development guidance, and identify training needs and other developmental opportunities. Incumbents interact with employees to resolve conflicts and grievances, and maintain a positive work environment.

Supv Traffic Management Coord/NTMO

Supervisor Traffic Management Coordinators (STMCs) supervise traffic management functions to ensure that instructions/restrictions are initiated in accordance with established procedures. Incumbents are responsible for ensuring a safe and expeditious flow of traffic and minimizing the impact of heavy flight demands. They continuously review work processes to

ensure that results meet the agency's mission and the customer's needs, add value to facility services, and are efficiently achieved. They interact with TMCs to provide training, coaching, and guidance and facilitate team building throughout his/her area of responsibility.

Air Traffic Control Team Manager (2152; HQ)

Supervisory Air Traffic Control Specialists (Team Managers) integrate HQ and field perspectives to identify opportunities to improve current and future performance of the NAS. They conceptualize and build consensus around short-term national air traffic programs, collaborate to establish priorities, and support implementation to meet agency initiatives and goals. They develop talent, manage resources (e.g., staff, budget, time), contribute to strategic planning, and facilitate communication between agency leadership and field staff.

Air Traffic Manager (4-6)

Air Traffic Managers plan and direct all activities at 4-6 level facilities. They are responsible for managing operational activities and personnel; developing employees through training, coaching, and mentoring; and contributing directly to the operation. Incumbents monitor facility performance to ensure the safety of the day-to-day operation.

Support Manager

Support Managers (SMs) direct safety (QC), airspace and procedural development, training, and other specialized areas within the facility/district. They advise the facility manager and work with employees in order to formulate, prioritize, and implement projects and other initiatives within the facility. Incumbents represent the facility/district within the organization and FAA within the community and the aviation industry.

Operations Manager

Operations Managers (OMs) oversee day-to-day operations and the allocation of resources. They assign work, train and develop staff, and ensure personnel needs are met. Incumbents are responsible for interpreting and implementing the mission and policy of the agency, monitoring facility processes and performance, and ensuring the agency's strategic goals and objectives are achieved.

Traffic Management Officer (TMO/NOM)

Traffic Management Officers (TMOs) manage a team of specialists/analysts to monitor air traffic trends, analyze data (e.g., delay, route use, map value), forecast/anticipate traffic issues, and identify potential strategies to mitigate system constraints. They provide operational metric data to the management team, coordinate with internal and external entities to refine and implement mitigation strategies to improve the capacity of the airspace or operation. Incumbents investigate and respond to inquiries regarding system performance.

National Operations Managers (NOMs) conduct or oversee national telephone conferences for resolving national traffic management-related problems. They are responsible for informing facilities and regions throughout the National Airspace System (NAS) of restrictions and coordinated air traffic management resolutions. Incumbents ensure maximum and efficient use of airspace and airport capacity. Incumbents interact with subordinates in order to manage and integrate support resources to maintain effective ATCSCC service.

Air Traffic Manager (7-9)

Air Traffic Managers plan and direct all activities at 7 through 9 level facilities. They are responsible for managing operational activities and personnel; developing staff and employees through training, coaching, and mentoring; and promoting teamwork. Incumbents monitor facility processes and performance to ensure the safety of the day-to-day operation.

Staff Manager

Staff Managers direct facility safety and program operations, ensuring efficient management and safeguarding of resources. They manage Support Managers, supervisors, staff specialists, and administrative personnel. Incumbents are responsible for monitoring and evaluating performance and are authorized to take conclusive personnel actions involving most subordinates. Staff Managers interface with senior management officials to ensure programs and support operations are directed toward continually improving levels of service to customers, as well as short- and long-term goals.

Air Traffic Manager (10-12)

Air Traffic Managers provide leadership and guidance for 10 through 12 level facilities and centers. They oversee all aspects of air traffic management to ensure operational efficiency and sufficient resources. Incumbents manage the budget, control costs, and support broad strategic goals and objectives. They interact with district management to shape goals and metrics, relay operational information, and contribute to the implementation of the strategic direction of the ATO.

Terminal District Manager

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Terminal District Managers (DMs) provide leadership and guidance for designated facilities. They oversee all aspects of air traffic management to ensure operational efficiency and sufficient resources. Incumbents manage the district budget, control costs, and support broad strategic goals and objectives. They interact with senior management to shape goals and metrics, relay operational information, and contribute to the strategic development and direction of the ATO.

Command Center Manager (ATCSCC)

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Command Center Managers (ATCSCCs) oversee the operation of the ATCSCC and the National Airspace System (NAS) to meet the strategic goals and objectives of the FAA. Incumbents are

responsible for ensuring sufficient staffing and the viability of systems and equipment. They support innovation and the development of technology to continuously improve the operational efficiency of the NAS. Incumbents manage the facility's budget, control costs, and allocate resources, as appropriate.

Center Manager (ARTCC)

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Center Managers provide leadership and guidance for a designated ARTCC. They oversee all aspects of air traffic management to ensure operational efficiency and sufficient resources. Incumbents manage the budget, control costs, and support broad strategic goals and objectives. They interact with senior management to shape goals and metrics, relay operational information, and contribute to the strategic development and direction of the ATO.

Program Analysis

Program Analyst (343/301; HQ) G/H Band

Non-Supervisory Management and Program Analysts support programmatic, administrative, and organizational functions within the ATO. They conduct fact-finding, support analyses, and contribute to the preparation of reports and documentation. They maintain information within administrative systems (e.g., Cru-X, GovTrip, eLMS), coordinate activities, and/or support the development of technical requirements. These analysts tend to specialize in an area related to human resources, training, budget, finance, or planning.

Program Analyst (343/301; HQ) I Band

Non-Supervisory Management and Program Analysts execute programmatic, administrative, and organizational functions within the ATO. They collect and analyze information, identify trends, and prepare reports and documentation. They support the development of business cases and project plans, contribute to the development of recommendations to management, and/or develop technical requirements. These analysts perform cross-disciplinary work that includes human resources, training, budget, finance, and planning aspects.

Program Analyst (301/343/340; HQ) J Band

Non-Supervisory Management and Program Analysts identify information requirements, lead data collection, and conduct analyses to support management and programs. They conduct special studies, evaluate the effectiveness and efficiency of programs and other initiatives, and manage projects in support of larger programs. They lead the preparation of briefings, position papers, and other materials to support recommendations to management and ATO leadership. These analysts may serve as an SME in one or more functional areas (e.g., human resources, training, budget, finance, planning).

Program Analyst Team Manager (343/340; HQ)

Supervisory Management and Program Analysts support managers and program managers by empirically investigating programmatic or organizational performance. They lead multi-disciplinary teams to gather and analyze data, discover trends, and evaluate program efficiency and effectiveness. They oversee the development of briefings, position papers, and other materials and present recommendations to management and ATO leadership. They assign work, allocate resources, manage performance, develop talent, and ensure completion of project activities within time and budget.

Mid-Level Manager (HQ)

Mid-Level Managers provide oversight to front-line managers and/or staff performing technical, professional, or specialized functions. They perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage budgets and resources, satisfy bargaining obligations, and develop group performance goals. These managers also review and analyze performance trends and metrics to meet agency goals and contribute to strategic planning.

Senior-Level Manager (HQ)

Senior-level managers report to executives and promote organizational goals and vision to staff. They develop strategies to meet mid- and long-term agency goals and oversee and support the implementation of strategic plans to ensure the integrity and effectiveness of FAA programs and objectives. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to internal/external stakeholders.

Mission Support Services

Service Center Specialist

Service Center Specialists provide advice and guidance to service units in various areas of specialty, including Planning and Requirements, Administrative Services, Business Services, Operations Support, and Quality Control.

- Specialists in the Planning and Requirements Group facilitate integrated planning across the Service Area, requirements identification and management, and program implementation.
- Specialists in the Administrative Services Group provide staffing support, manage the delivery of training and other administrative support services (e.g., awards, travel policy, pay administration), perform business analysis and evaluation, and support performance management (e.g., individual, service unit, executive).
- Specialists in the Business Services Group provide financial (i.e., personnel, facilities, equipment), materiel, procurement, and logistical support services to ATO service units and other FAA organizations.
- Specialists in the Operations Support Group provide oversight and support for airspace and procedures.

- Specialists in the Quality Control Group work to improve safety and mitigate risk within the NAS.

Service Center Team Manager

Service Center Team Managers provide direct supervision for Service Center personnel performing a broad range of functions (e.g., administrative, technical/operational, financial) in support of Directors of Operations, field facilities, and headquarters. They plan and assign work, set priorities and work schedules, approve leave, evaluate employee performance, provide career development guidance, and identify training needs and other developmental opportunities. Incumbents interact with employees to resolve conflicts and grievances, address conduct and discipline issues, and maintain a positive work environment.

Service Center Group Manager

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Service Center Group Managers provide oversight to team managers and staff who perform technical/operational, administrative, financial functions. They perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage budgets and resources, satisfy bargaining obligations, and review and analyze performance trends and metrics to enhance the reliability of facilities, systems, and infrastructure. These managers also contribute to strategic planning and development of organizational goals.

Engineering Services

Engineer (800 Series)

Engineers design, review, and implement projects in accordance with FAA orders and industry standards. They conduct feasibility studies, prepare cost estimates, prepare an initial description of project scope, develop plans and specifications, and conduct design reviews. They oversee construction and installation activities by interpreting and clarifying plans and specifications, ensuring compliance, resolving construction and technical issues, coordinating with internal and external stakeholders, and performing system testing and acceptance.

Engineer (800; HQ) I Band

Non-supervisory engineers (I Band) coordinate and implement national standards with HQ organizations, service areas, and SME consultants. They contribute to project/program implementation, including the coordination of site activities among internal/external stakeholders, as well as the monitoring and reporting of activities. They review the designs developed by vendors to ensure compliance with requirements. These engineers ensure that requirements are defined, evaluate the technical feasibility and cost effectiveness of designs, and mitigate programmatic risks.

Engineer (801; HQ) J/K Band

Non-supervisory engineers (J/K Band) coordinate, establish, and implement national standards with HQ organizations, service areas, and SME consultants. They lead projects/programs to facilitate implementation, including the coordination of site activities among internal/external stakeholders, as well as the monitoring and reporting of activities. They develop requirements, prepare contract-related documentation, and review the designs developed by vendors to ensure compliance with requirements. These engineers ensure that requirements are defined, evaluate the technical feasibility and cost effectiveness of designs, and mitigate programmatic risks.

General Engineer (801)

General Engineers provide technical leadership in the design, review, and implementation of the full range of projects by integrating input from diverse engineering disciplines and ensuring project scope requirements are appropriately defined. They review and approve plans and specifications for internal consistency and compliance with FAA orders and industry standards. They oversee installations and construction activities managed by project engineers by developing implementation methodologies, providing consultation and guidance, coordinating with internal/external stakeholders to resolve conflicts and technical disputes. They also support management by providing input to budget formulation, scheduling, and staffing requirements. Prerequisite: Engineering degree or agency equivalent; 801-series multi-disciplinary requirements.

Engineering Center Manager (801)

Engineering Center Managers ensure the completion of Corporate Work Plan (CWP) projects for the service area through the oversight of engineering and technical personnel. These managers assign work, administer conduct and discipline, schedule, manage performance, develop training plans, manage resources (e.g., personnel, financial, equipment), and satisfy bargaining obligations. They provide final review and approval of plans and specifications, monitor project status to ensure conformity with schedule and budget, and ensure completion of all steps required for project close-out.

Engineering Team Manager (801; HQ) K Band

Supervisory Engineers manage multi-disciplinary teams to define requirements, ensure compliance, and resolve technical challenges among internal and external stakeholders. They evaluate the technical feasibility, cost effectiveness of designs, implementation and risk mitigation strategies, in order to determine the most appropriate course of action. They assign work, allocate resources (i.e., time, budget, and staff), manage performance, develop talent, and ensure completion of project activities to achieve organizational goals. They present project documents (e.g., costs, schedule, and performance status) and recommendations to management and ATO leadership.

Engineering Group Manager

Engineering Group Managers provide oversight of staff who perform engineering and technical functions. They perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage budgets and resources, and satisfy bargaining obligations. They investigate issues or problems, consider proposed solutions, select

strategies for resolution, and resolve conflicts among stakeholders. These managers also contribute to strategic planning and organizational decision-making.

Engineering Services Manager

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Engineering Services Managers provide Service Area oversight of staff who perform engineering and technical functions. They charter teams to research issues or problems and provide recommendations for implementation. These managers consider alternative solutions to enhance organizational performance, select strategies for implementation, and address politically sensitive issues with high-level stakeholders. Incumbents perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage resources, satisfy bargaining obligations, and contribute to strategic planning and organizational decision-making.

Technical Operations/District

Engineering/Electronics Technician (802/856)

Engineering Technicians support the integration of new systems into the NAS. Incumbents are responsible for the proper installation of assigned systems (e.g., Surveillance, Communications, Automation, Weather, Navigation, Environmental) in accordance with manufacturer guidelines and FAA siting and construction regulations. They interact with the airport authority, ATSS's, and contractors in order to plan and coordinate work activities.

Airway Trans System Spec (2101) F/G/H Band

Airway Transportation System Specialists (ATSS) provide maintenance and certification on major systems involved in the National Airspace Systems (NAS). Incumbents are responsible for the proper operation of assigned systems (e.g., Surveillance, Communications, Automation, Weather, Navigation, Environmental) through the completion of preventative and corrective maintenance. They interact closely with Technical Operations Control Centers to ensure that scheduled and unscheduled outages are appropriately coordinated with Air Traffic.

Airway Trans System Spec (2101) I Band

Airway Transportation System Specialists (I Band) provide a broad range of support for the SSC and the district. They coordinate activities related to scheduled and unscheduled maintenance events, provide second level support of maintenance and restoration of facilities, coordinate administrative and technical functions (e.g., training), and conduct evaluation and trend analyses. Positions in this area include Program Support Specialists (PSS), Technical Support Center Specialists, NASTEP Specialists, System Support Center (SSC) Coordinators, Operations Control Center (OCC) Specialists, NAS Area Specialists (SOC), System Specialists (SS), and Installation Coordinators.

Airway Trans Sys Spec (2101) Non-Mgr J Band

Airway Transportation System Specialists (Non-Managerial J Band) apply technical expertise and/or lead teams in support of districts. They lead teams of specialists, coordinate activities related to scheduled and unscheduled maintenance events, coordinate administrative and technical functions, and conduct performance trend analyses. Positions in this area include Operations Control Center (OCC) Team Leads, OCC Service Delivery Specialists, and NAS Operations Managers.

FLM—Technical Services/District

Level 1 Technical Operations Managers (J Band) provide front-line supervision of personnel who perform technical, logistical, and administrative functions. These managers assign work, administer conduct and discipline, schedule, manage performance, develop training plans, manage resources (e.g., personnel, financial, equipment), and satisfy bargaining obligations. Positions in this area include Operations Control Center (OCC) Operations Manager, System Support Center (SSC) Manager, Program Support Center Manager (PSC), Technical Support Center Manager (TSC), NAS Technical Evaluations Program (NASTEP) Manager, and Operations Engineering Support Manager.

Aviation Tech System Spec (HQ; 2101/2186) J/K Band

Non-supervisory Aviation Technical System Specialists (J/K Band) coordinate, establish, and implement national standards with HQ organizations, service areas, and SME consultants. They lead projects/programs to facilitate implementation, including the coordination of site activities among internal/external stakeholders, as well as the monitoring and reporting of activities. They develop requirements, prepare contract-related documentation, and review the designs developed by vendors to ensure compliance with requirements. These specialists ensure that requirements are defined, evaluate the technical feasibility and cost effectiveness of designs, and mitigate programmatic risks.

Aviation Tech Sys Team Manager (HQ; 2186) K Band

Supervisory Aviation Technical System Specialists (Team Managers) manage multi-disciplinary teams to define requirements, ensure compliance, and resolve technical challenges among internal and external stakeholders. They evaluate the technical feasibility, cost effectiveness of designs, implementation and risk mitigation strategies, in order to determine the most appropriate course of action. They assign work, allocate resources (i.e., time, budget, and staff), manage performance, develop talent, and ensure completion of project activities to achieve organizational goals. They present project documents (e.g., costs, schedule, and performance status) and recommendations to management and ATO leadership.

Mid-Level Management—Technical Services/District (e.g., TSOG; OCC; TOM)

Mid-level managers provide oversight of staff who perform technical, logistical, and administrative functions. They perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage budgets and resources, satisfy bargaining obligations, and review and analyze performance trends and metrics to enhance the reliability of facilities, systems, and infrastructure. These managers also contribute to strategic planning and development of organizational goals. Positions in this area include Technical Services Operations Group (TSOG) Managers, Operations Control Center (OCC)

Managers, Operations Engineering Support Group (OESG) Manager, Technical Operations Manager (TOM).

Technical Operations District Manager

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Technical Operations District Managers provide District-level oversight of staff who perform technical and administrative functions to ensure the operational availability and reliability of the NAS. These managers evaluate recommendations and select strategies to enhance organizational performance. They interact with senior management to shape goals and metrics, relay operational information, and contribute to the strategic development and direction of the ATO. Incumbents perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage resources, and satisfy bargaining obligations.

Technical Services Manager

Senior-level managers report to senior executives, communicate and promote organizational goals and vision to field staff, develop strategies to meet mid- and long-term goals, and oversee and support the implementation of strategic plans to ensure integrity and effectiveness of NAS services. They lead budget formulation, prioritize the use of staff/resources, coach and mentor subordinate managers and staff, and represent FAA to external stakeholders.

Technical Services Managers provide Service Area oversight of staff who perform engineering, technical, and administrative functions for the Districts. They charter teams to research issues or problems and provide recommendations for implementation. These managers consider alternative solutions to enhance organizational performance, select strategies for implementation, and address politically sensitive issues with high-level stakeholders. They interact with senior management to shape goals and metrics, relay operational information, and contribute to the strategic development and direction of the ATO. Incumbents perform the full range of managerial functions (e.g., coaching, staffing, performance management), manage resources, and satisfy bargaining obligations.