

Position description

Position	Network Management Centre (NMC) Technical Officer
Group	Telecommunications
Reports to	Manager, Service Operations
Location	1010 La Trobe Street Docklands Victoria
Date	March 2018

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by Corporate Affairs and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting Relationships

The NMC Technical Officer reports directly to Manager, Service Operations

Budget

NA

Other

NA

Purpose of the position

As a key member of the VicTrack Network Management Centre (NMC), NMC Technical Officers participate in the day-to-day operations and monitoring of VicTrack Telecommunications network based on SDH, PDH, DWDM, IP/MPLS, xDSL, wireless transmission and access networks.

The NMC Technical Officers undertake day-to-day activities as part of the management of the network, these activities include:

- active monitoring of networks
- troubleshooting of network issues and faults
- resolution of network issues and faults
- escalation of network issues and faults
- contributing to the continuous improvement of NMC operations and processes

This is a shift based role and requires periodic and regular attendance by the NMC staff for morning, afternoon, night as well as weekend and public holiday shifts.

Key accountabilities/functions

- Monitoring and managing day-to-day operations of all of the elements of VicTrack fixed and wireless networks on a 24-hour basis
- Analysing alarms using various operational support system (OSS) components, monitor network thresholds, proactively take preventative action wherever possible according to agreed guidelines to minimise service disruption
- Implementing quality and cost effective solutions to resolve network and service issues raised
- Applying the prescribed solutions that meet customer requirements and in particular to do so in a fixed timeframe meeting existing SLAs where applicable
- Monitoring the performance of all elements of the telecommunications networks infrastructure, direct priorities, and correct deficiencies where necessary, create and produce reports
- Resolving network/service issues, to attempt restoration using pre-defined solutions, and, if not successful, gather relevant information and to escalate to the next level of support, either internally or externally (vendor or agent)
- Conduct impact analysis of all network incidents and planned works
- Helping to develop and document procedures and processes outlining NMC operations and control, service restoration process as required
- Taking part and contributing to various process, technology, directional reviews and forums from time-to-time
- Ensuring that appropriate telecommunications design, operation, installation, change control and maintenance standards are complied with
- Examining operational requirements, in conjunction with the Network Engineering for engineering works and telecommunications facilities to determine appropriate technology and techniques to meet user requirements
- Taking part in network/service issue identification and solution generation with Network Design and Engineering, Network Maintenance and external vendor support (TAC) teams
- Developing specialised expertise in customer required applications and its associated data communications as a centre of excellence with VicTrack on an ongoing basis
- Prepare incident summary report upon resolution of major network incidents

Customer focus

At VicTrack we require staff to practice Customer Focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety responsibilities

Ensure safety instructions are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers.

Train track safety awareness

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Manager Safety.

Individual attributes

Qualifications

- Diploma/COT in Electronics, Information Technology or Telecommunications Engineering, or extensive and relevant industry experience
- CCNA, JNCIA or similar certifications (Required)
- ITIL Certification (Preferred)

Knowledge & Experience

- Commercial experience in monitoring and maintaining services across one or more of the following networks: PDH, SDH, DWDM, IP/MPLS, xDSL and Wireless
- Working in a 24 x 7 operational environment with shift work
- Experience in commissioning of new services
- Experience providing technical support on a broad range of networks and systems
- Experience in delivering quality endorsed documentation
- Exposure to a customer centric, delivery focused environment
- Broad experience in carrier grade telecommunications (desirable)
- Experience in configuring routers/switches/muxes/DSLAMS and Layer 2/3 switch settings for protocols and interfaces (highly desirable)
- Experience in trouble shooting problems on services based on SDH, IP/MPLS, xDSL and wireless networks (highly desirable)
- Experience with Juniper, Cisco, Extreme, Siemens (and other Tier 1) switches/routes/muxes/DSLAMS (desirable)
- Experience with Microfocus, Trivoli NetCool or other similar OSS platforms (desirable).

Interpersonal and Other Features

Internal Relationships

- Collaborate with Network Design and Operation Engineers when accepting newly designed services and in problem escalation and resolution.
- Interact with the Call Centre in obtaining information regarding problems and replying to customer queries and solution articulation to network/service faults
- Interact with various technical, commercial, operational and maintenance groups

External Relationships

- Have regular interaction with VicTrack Telecommunication customers as requested and determined by the fault severity and the Manager Service Operations.
- Interact with customer operational and technical representatives in relation to service/network problem identification and resolution.
- May deal regularly with other telecommunications carriers in relation to network interconnect and operation and services purchased through them for on-sold solutions.