

Position description

Position	Technical Officer Infrastructure
Group	Telecommunications
Reports to	Team Leader Infrastructure
Location	1010 La Trobe Street Docklands Victoria
Date	February 2020

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 the Office of the Chief Executive and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

We work with other agencies to meet Victoria's transport challenges and achieve the vision set out in the Transport Integration Act 2010 "to meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state".

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional
- Collaborate
- Achieve
- Innovate

Dimensions

Reporting Relationships

The Technical Officer Infrastructure reports to the Team Leader Infrastructure.

Budget

N/A

Other

This position will be required to work under a callout roster system which will require, at times, overtime and weekend work.

Purpose of the position

The Technical Officer Infrastructure will undertake and coordinate operational activities associated with maintenance, fault resolution and deployment of VicTrack's Telecommunications network and equipment. The activities may also include providing supervision and direction for contractors and third party vendors in relation to deployment, preventative and/or reactive maintenance functions associated with VicTrack's Telecommunications network during regular working hours.

Key accountabilities/functions

- Provide technical knowledge to make decisions, analyse faults and provide advice for the resolution of telecommunications network faults.
- Provide expertise and knowledge to facilitate access, permits and network changes on VicTrack's telecommunications network or VicTrack owned, leased or managed environments.
- Provide technical knowledge in the coordination and supervision of any telecommunication or associated activity for maintenance and/or fault rectification of the telecommunications network including associated equipment for the telecommunications network.

- Provide technical knowledge and undertake any activity related to installation and commissioning for the deployment of new telecommunication technologies throughout Melbourne and regional Victoria.
- Participate in and contribute to the identification of issues impacting the performance and integrity of the telecommunications network, and provide solutions to address any issues that may adversely impact the operation of the network.
- Provide technical knowledge to implement innovative and cost effective solutions to meet or exceed telecommunications operational business requirements or customer needs in a timely manner.
- Ensure that the appropriate Australian standards, VicTrack policies, processes, governance and standards and any telecommunications practices are adhered to at all times.
- Coordinate and provide input to the life-cycle management of telecommunication technologies, equipment and systems to support customer service requirements and maintain SLAs and the reliability of the network.
- Recognise and suggest continuous improvements to internal processes, systems and technologies.

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 and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act* in regard to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Safely accessing the rail corridor

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 Group Manager Safety.

Individual attributes

Qualifications (Mandatory)

- Valid Driver's Licence

Qualifications (Desirable)

- Telecommunication equipment install and commission accreditation
- Rail Industry Train Track Safety Awareness – Level 1 or ability to obtain
- Rail Industry Safety and Environment Induction or the ability to obtain
- First Aid (Level 2) Certificate

Knowledge & Experience

- Up to five years' experience in a telecommunications environment or related industry
- Broad experience in multiple technologies – transmission, wireless, UC, telephony
- Demonstrable experience in project management, including budgets, or project coordination in a telecommunications environment
- Working knowledge of telecommunications carriers and their networks
- Experience in writing scopes of work for telecommunications environments

Skills

- Ability to determine priorities, schedule works and work within critical time constraints
- Ability to analyse situations and escalate issues to relevant areas
- Highly self-motivated with the ability to work autonomously and as part of a team
- Analytically minded and exceptional fault diagnosis skills
- Well-developed interpersonal and written communication skills
- Ability to manage and co-ordinate a diverse portfolio of projects and multi-task
- Strong focus on attention to detail and compliance with standards
- Proficient in the use of Microsoft applications
- Supports and participates in continuous improvement

Interpersonal and Other Features

Internal Relationships

- All VicTrack employees

External Relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Sub-contractors
- Carriers and vendors