

## Position description

<b>Position title</b>	Network Management Centre (NMC) Operator
<b>Position numbers</b>	200576, 200577, 200945, 200946
<b>Classification level</b>	A
<b>Group</b>	Telecommunications
<b>Reports to</b>	Network Management Centre (NMC) Team Leader
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	January 2024
<b>Tenure</b>	Permanent full-time shift worker

## Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

## Our business groups

Our business is made up of three specialist delivery groups - Property, Telecommunications and Project Delivery - supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

## Our vision

As a part of the transport portfolio, we share a common vision as defined 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”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

## Our mission

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

## Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

## Dimensions

### Reporting relationships

The NMC Operator reports directly to the Network Management Centre (NMC) Team Leader within the Operations group.

### Budget

N/A

### Other

N/A

## Purpose of the position

As a key member of the VicTrack Network Management Centre (NMC), the NMC Operator participates in the day-to-day operations and monitoring of VicTrack's telecommunications network and customer services.

This position ensures incoming and outgoing calls are handled in an efficient and effective manner, these may include calls from internal and external clients. The NMC Operator is responsible for delivering a high standard of service to VicTrack and its customers.

The NMC provides a 24-hour, seven days a week service (including weekends and public holidays). This position will be required to work a rotating shift roster.

## Key accountabilities/functions

- Monitor VicTrack security systems.
- Log faults and report service failures, ensuring faults are processed with all relevant information.
- Receive and action incoming calls for VicTrack and VicTrack customers providing a single point of contact, including the security desk and change management calls to activate and log 'permit to work' requests.
- Implement quality and efficient solutions to resolve customer service issues.
- Analyse 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.
- Complete allocated NMC reviews and sign-off for internal job tickets using VicTrack's service delivery system.
- Administration tasks including preparation of affected services lists for change requests.
- Contribute to various process, directional reviews and forums from time-to-time.
- Administer the Lone Worker procedure and related calls.

## Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

## 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*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

## Rail safety

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

- 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 unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

### Individual attributes

#### Qualifications

- Qualifications in Customer Service (desirable)

#### Knowledge and experience

- Proven experience in an administration / call centre environment
- Able to operate telephony call queuing software systems
- Knowledge of telecommunications equipment
- Ability to work 24/7-365 shift roster including weekends and public holidays
- Medium to advanced skills in Microsoft Suite of products e.g. Word, Excel, Office, Outlook
- Proven ability to learn new software packages
- Knowledge of the Victorian public transport system (desirable)

#### Skills

- Ability to communicate clearly and effectively, both verbally and in writing
- Actively seeks to meet customer needs
- Well-developed interpersonal skills and an ability to maintain a pleasant approach to stressful situations
- Confident decision making is essential as the NMC is a 24-hour operation and therefore the Supervisor is not always available
- Awareness and understanding of dealing with matters of a confidential and sensitive nature
- Ability to work within a structured framework
- Possess self-motivation and a high degree of ingenuity
- Cooperates and works well with others in the pursuit of team goals
- Able to quickly adapt to changes in work practices and procedures

### Interpersonal and other features

#### Internal relationships

- All VicTrack employees

#### External relationships

- Department of Transport & Planning (DTP)
- General public
- Rail transport operators
- Other telecommunications carriers