

Position description

Position title	Service Management Specialist
Position number	200066, 200908, 201019
Classification level	D
Group	Telecommunications
Reports to	Incident & Problem Manager
Location	1010 La Trobe Street, Docklands
Date	September 2024
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of 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 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 two specialist delivery groups – Property and Telecommunications – 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 Service Management Specialist reports directly to the Incident & Problem Manager in the Telecommunications Group.

Budget

N/A

Purpose of the position

The Service Management Specialist is a multi-discipline support position, responsible for undertaking and providing support to all of the functions within the Service Assurance team. The position also has relationships with the Change team and the Network Management Centre (NMC).

The Service Management Specialist supports the administration of the Information, Communications and Technology (ICT) configuration management platform, process and procedures, and with the review of changes in configuration management and Telecommunications record systems to ensure compliance with procedures, practices and policies.

From time to time, this position supports and covers for the Incident & Problem Manager with on-call support, preparing post-incident reporting and reviews to kick off root cause analysis and trend analysis for repeating incidents.

This position will also provide support to the Service Level Specialist with providing reporting pertaining to Service Assurance.

Key accountabilities/functions

- Manage the configuration management database (CMDB) structure and work with other stakeholders to ensure all configuration items are captured and maintained up to date.
- Support the change control and configuration management processes and activities by:
 - contributing to the impact analysis and assessment of proposed changes and assisting in the diagnosis of system failures through configuration analysis
 - assisting with the development and establishment of configuration management standards, principles, and procedures.
- Perform configuration management audits as required to ensure accuracy of:
 - physical and logical configuration items for Telecommunications assets
 - data contained within service management tools, currently ServiceNow.
- Assist with the identification of problems, and coordination of problem resolutions with stakeholders.
- Support the governance for root cause analysis, known error creation, permanent fix and final resolution.
- Contribute to the continuous review of the incident, problem and configuration management processes within the service management tool to introduce improvements and automation where possible.
- Provide support to ensure incident and problem processes interface with other Information Technology Infrastructure Library (ITIL) processes including configuration management and change.
- Support the Incident & Problem Manager with ensuring regular communication is made with all stakeholders during major incidents to ensuring all parties are kept well informed.
- Provide support when required to all functions within the Service Assurance team.

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

- Tertiary qualifications and/or specialist knowledge in telecommunications and ITIL process management disciplines (preferably incident, problem and configuration management)
- ITIL (Information Technology Infrastructure Library) V3 certification

Knowledge and experience

- Sound experience in a similar position
- Solid understanding of ITIL incident and problem management and configuration management methodologies
- Understanding of technical concepts and frameworks

Skills

- Strong interpersonal, verbal and written communication skills
- Ability to communicate effectively, professionally and appropriately with internal and external stakeholders
- Ability to work well in a high pressure 24x7x365 environment
- Resourceful, proactive and customer focused
- Ability to work autonomously and as part of a team
- Highly developed and practiced negotiation and dispute resolution skills
- Well-developed auditing and analytical skills

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers