

Position description

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| Position title | Telecommunications Access Specialist |
| Position number | 200508 |
| Classification level | D |
| Group | Telecommunications |
| Reports to | Commercial & Carrier Relations Manager |
| Location | 1010 La Trobe Street Docklands Victoria |
| 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 Telecommunications Access Specialist reports to the Commercial & Carrier Relations Manager.

Budget

Nil

Other

N/A

Purpose of the position

The purpose of this position is to actively manage the day-to-day administration of third-party land tenure and contract management, including access requests, invoicing and purchase order management, third-party data centre interfacing and management. This position will be required to manage key relationships and operational aspects with other carriers and major infrastructure owners.

This position also involves taking responsibility and accountability for day-to-day issues including responding and managing third party co-location and Low Impact Access Notice requests occurring across the telecommunications infrastructure which may impact on operating and maintaining VicTrack's Telecommunications infrastructure network.

Key accountabilities/functions

- Manage and respond to third-party infrastructure access requests and Land Access Notices pertaining to telecommunications infrastructure and facilities.
- Accountable and responsible to manage and obtain VicTrack internal stakeholder approval to any access or third-party access request.
- Manage and control lease and licence payments to third parties for tenure on third-party property.
- Actively seek to control and reduce VicTrack's OPEX commitments and increase revenue across these relationships.
- Provide regular, concise and accurate reporting to the key internal stakeholders on the status of the telecommunications infrastructure portfolio, all works in progress, and the outcomes achieved.
- Actively seek to limit costs and risks incurred by VicTrack in the management of the telecommunications infrastructure portfolio.
- Actively drive improvements in process and efficiency across tenure, access and telecommunications infrastructure portfolio.
- Manage the Commercial Data Centre portfolio. This includes managing portals, access requests, moves adds and changes, new and emerging products and working with the data centre account managers to reduce risk, reduce spend and maximise revenue opportunities.
- Support project coordination activities related to the Commercial & Carrier Relations team, this includes Proof of Concepts, Joint Ventures and other commercial projects.

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 Group Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary qualifications in finance, project management or business or a related field would be desirable.

Knowledge and experience

- Specialist knowledge in telecommunications and property – access and tenure leasing and licencing, is desirable.
- An understanding of the *Telecommunications Act*, specifically schedule 3.
- Extensive experience and understanding of telecommunication facility and infrastructure co-location processes.
- Extensive experience with managing contractors/technicians.
- Minimum five years' experience with project management or project coordination.

Skills

- Ability to work with relative autonomy and to take ownership of the portfolio and drive outcomes, including continually finding efficiencies and improvements in process and execution.
- Ability to build, maintain and foster effective networks with both internal and external key stakeholders.
- Effective time management and prioritising of actions across the portfolio.
- Ability to scope projects, manage stakeholders and suppliers, and control costs.
- Ability to work independently and escalate where necessary.
- High level developed and practiced negotiation skills.
- High level dispute resolution skills.
- Well-developed strategic planning skills.

Interpersonal and other features

Internal relationships

- All VicTrack staff
- This position will have daily interaction across the Telecommunications Group.
- This position will have regular interactions across the whole business, including but not limited to the whole of the Property Group, Risk and VicTrack Legal .

External relationships

This position will have frequent and regular interaction with:

- senior management and technical management at the nominated customer/s
- mobile network operators wishing to collocate or co-site
- Telecommunications Ombudsman in relation to escalated Land Access notices
- third-party data centre operators
- building managers and property management organisations.