

## Position description

<b>Position title</b>	Acceptance Engineer
<b>Position number</b>	200876
<b>Classification level</b>	D
<b>Group</b>	Telecommunications Group
<b>Reports to</b>	Manager Acceptance & Engineering Standards
<b>Location</b>	1010 La Trobe Street, Docklands
<b>Date</b>	April 2025
<b>Tenure</b>	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 Acceptance Engineer reports directly to the Manager Acceptance & Engineering Standards. The role has no direct reports.

### Budget

N/A

### Other

The Acceptance Engineer has delegations of authority for Engineering as detailed in the Engineering Management Framework.

## Purpose of the position

The Acceptance Engineer role is the highest level of technical escalation within the VicTrack Telecommunications Group. This position must possess the most in-depth technical knowledge and problem-solving skills. In addition, it is also a requirement to have in-depth knowledge of VicTrack's Telco networks and products.

This position is responsible for testing, evaluating and approving new products and technologies which will be integrated into VicTrack's telecommunications network.

The Acceptance Engineer is required to proactively identify and resolve any issues, which may potentially impact customer services and to minimise networks and services down time.

This position may be requested to be available for 24x7 tier 3 technical support and is responsible for maintaining the network in optimal operational state to meet business and customer SLA targets.

## Key accountabilities/functions

- Undertake the operational acceptance function for new products, technologies and designs ensuring safety and mission critical telecommunications services can be effectively maintained. Be responsible for the sign-off and acceptance of new products and services on the VicTrack network.
- Develop, write, and maintain documentation, procedures, manuals, and standards of a high quality to enable effective operational support of VicTrack's telecommunications network while complying with other VicTrack standards and ACMA (Australian Communications & Media Authority) requirements.
- Execute complex technical investigation across multiple technologies to resolve problems impacting VicTrack telecommunication infrastructure and public transport services, to meet and exceed service level agreements.
- Execute reviews and approve network design and architectural changes before being implemented to confirm most cost effective and appropriate solution. Responsible for the sign-off and acceptance of new services on existing networks.
- Lead and implement laboratory and operational acceptance testing including staging, software testing, bug verification, hardware certification approval, network, and service performance testing to ensure VicTrack operational standards and security are met.
- Manage, own, and coordinate the resolution of escalated incidents as the highest level of technical support to meet customer contractual service level agreements. This may involve 24x7 on-call support.
- Recommend technical solutions to other teams including Strategy, Design, NMC (Network Management Centre) and Network Delivery teams to ensure the most cost effective, robust and scalable networks are designed and deployed to meet and exceed network availability targets.
- Deliver in-depth technical expertise and specialised training to other telecommunication departments to ensure best practice is followed and customer requirements are met.
- Manage high-level technical issues between VicTrack and suppliers, carriers and vendors to ensure appropriate network device compatibility and functionality.

## 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

- Bachelor's degree or higher related to Telecommunications or computer Engineering (Mandatory).
- Vendor Certifications – Current CCNA or JNCIA (Mandatory), CCNP or JNCIP will be highly regarded.

## Knowledge and experience

### Mandatory

- Extensive industry experience in a telecommunications carrier or enterprise environment
- Strong hands-on experience and detailed configuration and troubleshooting with at least one of the following:
  - Cisco and Juniper switches, routers and firewalls in large enterprise, commercial or carrier networks
  - Experience in configuring and troubleshooting MPLS technologies including seamless MPLS, FRR, RSVP, LDP, L3VPN, VPLS and Pseudo wires on carrier networks
  - Experience in QoS/CoS configuration and troubleshooting in large enterprise, commercial or carrier networks for VOIP, video services

- Experience in the configuring and troubleshooting of IP Services over DWDM and SDH network.
- Knowledge or awareness of ACMA (Australian Communications & Media Authority)
- Experience in Operation Support System (OSS), Network Management System (NMS) and Element Management System (EMS) for managing wireless, IP/MPLS or OTN networks and network security

### Desirable

- Experience in network planning and design in carrier grade telecommunications networks
- Working knowledge of Digital Train Radio System (DTRS) and Melbourne Underground Rail Loop (MURL) radio networks
- Working knowledge of Regional Rail Communications Network and ACOM management system
- Experience in Wireless networks including Radio HF, UHF, WiFi, Digital Microwave, Mobile Network – GSM/GSMR, UMTS/3G, LTE and Satellite
- Working knowledge of OTN and DWDM transmission equipment
- Knowledge of Telco Network, Datacentre and rail environments
- Knowledge or awareness of the *Telecommunications Act*
- Knowledge in quality assurance, management systems and processes
- Working knowledge of Extreme Networks switches
- Working knowledge of NSN DSLAM, RuggedCom routers and Wolverine Ethernet Extender
- Experience with Cisco TACACS, Microfocus, Network Automation, Splunk, Cacti, ConnectMaster, ServiceNow, Shell and Python, Perl language

### Skills

- Demonstrated ability to deal with a wide variety of stakeholders, customers and other interested parties in a sensitive and intelligent manner
- Capacity to undertake a wide range of engineering projects and requests, and work within tight timeframes
- Excellent problem solving and troubleshooting skills in resolving network and customer service faults
- Self-managed and motivated
- Good analytical skills and the ability to work in a consultative manner to effectively gather requirements and develop technical solutions for customers
- Excellent written and verbal communication skills in English, with the ability to influence others with technical proposals
- Ability to present to technical and business audiences

### Interpersonal and other features

#### Internal relationships

- All VicTrack employees

#### External relationships

- Government departments

- Public transport operators
- Carriers and vendors (Cisco, Juniper, Extreme Networks, Nokia Siemens among others)
- Subcontractors