

Position description

Position title	Business Analyst - Telecommunications Capability Uplift Program (T-CUP)
Position numbers	201238, 201239
Classification level	D
Group	Telecommunications
Reports to	Group Manager Business Integrity & Assurance
Location	1010 La Trobe Street, Docklands
Date	October 2025
Tenure	Full-time fixed term (12 months)

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 Business Analyst - Telecommunications Capability Uplift Program (T-CUP) reports directly to the Group Manager Business Integrity & Assurance in the Telecommunications Group.

Budget

N/A

Purpose of the position

Program Overview

The T-CUP Program is a strategic initiative aimed at enhancing the processes and telecommunications capabilities of the group. The program focuses on process optimisation to support our business objectives.

Position Summary

The Business Analyst will play a critical role in supporting the T-CUP by working closely with managers and subject matter experts (SMEs) to document business processes and work instructions. This role requires a detail-oriented individual with strong analytical skills and the ability to communicate effectively with various stakeholders.

Key accountabilities/functions

- Collaborate with managers and SMEs to gather and document detailed business processes and work instructions.
- Analyse and map future state ("to-be") process documentation.
- Facilitate meetings to elicit requirements and validate process documentation.
- Develop clear and concise documentation, including process flows, work instructions, and standard operating procedures.
- Ensure that all documentation is aligned with organisational standards and best practices to ensure consistency across the organisation.
- Identify opportunities for process improvements and provide recommendations to enhance efficiency and effectiveness, contributing to the overall success of the T-CUP.
- Support the implementation of process changes and provide training to relevant stakeholders as needed.
- Maintain and update process documentation as changes occur throughout the project lifecycle.
- Assist in the development of project plans, timelines, and status reports.

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 qualification in Commerce, Business or Engineering would be desirable.
- Certification in PRINCE2, PMP or similar.

Knowledge and experience

- Proven experience as a Business Analyst, preferably within the telecommunications industry.

Skills

- Proven ability to develop and manage stakeholder relationships, facilitate open communication, and capture and disseminate information
- Highly organised with excellent attention to detail
- Strong analytical and problem-solving skills
- Demonstrated excellent written and verbal communication skills
- Proficiency in process mapping tools and techniques
- Ability to work collaboratively with cross-functional teams
- Detail-oriented with a focus on accuracy and quality
- Experience with project management methodologies is a plus
- Proficient in the use of Microsoft Office applications with the ability to learn and understand software packages
- Strong understanding of business processes and how they relate to a telecommunications environment
- Ability to adapt to changing project requirements and priorities

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers