

Position description

Position title	Manager Design
Position number	201134
Classification level	Technical Specialist
Group	Telecommunications
Reports to	Group Manager Delivery
Location	1010 La Trobe Street Docklands Victoria
Date	July 2025
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 Manager Design reports to the Group Manager Delivery.

Direct Reports: 6

This position leads a large multi-disciplinary team of 30 engineers and technical specialists:

- Infrastructure design including fibre, copper, CAD, electrical and internal plant
- Logical design including fixed networks, wireless, radio and voice.

Budget

This position has financial Delegation of Authority for up to \$100K after Finance approval is granted.

Other

The Manager Design has Delegation of Authority under Engineering Management Framework and Project Management Framework.

This position has signatory sign-off delegation specifically surrounding the standards, policies and acceptance of physical network infrastructure.

This position is the final decision-maker and has final authority and accountability for sign-off on all design work.

Purpose of the position

The Manager Design is primarily responsible for the timely delivery of all telecommunications designs for VicTrack projects. This position will be responsible for the strategic development and ongoing support of VicTrack's physical and logical infrastructure, supporting service and network infrastructure delivery on all VicTrack's technologies.

This position is an authoritative source for strategic technical advice and expertise which influences the decisions made on the physical infrastructure for the telecommunications network.

Key accountabilities/functions

- Manage, coach and develop staff within the Design team to build the required capabilities to deliver the Telecommunications Business Plan, including performance appraisals, and development and management activities.
- Manage the end-to-end design solutions for customer and VicTrack projects on various technologies including but not limited to IP networking, SDH/PDH, mobile transport (4G/5G), WDM and Unified Communications.
- Identify and implement efficiencies and automations in design processes and systems to improve design completion times.
- Ensure first time right approach to design process and output.
- Manage, develop and implement all aspects of telecommunications infrastructure design including planning, requirements capture, design, design reviews, construction, commissioning and testing, and handover of delivered infrastructure to meet VicTrack's strategic plan for the longevity of its telecommunications assets.
- Manage the Presales and service request functions to ensure all workflows are resolved and root cause analysis completed in a timely and cost-effective manner.
- Lead the project management of design activities, including escalation and resources as required, ensuring works are completed in accordance with the Telecommunications Engineering Management Framework within specified scope and timeframes.
- Provide expert technical advice to equipment manufacturers and vendors, private operators, public telecommunications carriers and industry bodies to ensure the Engineering Management Framework is adhered to for the completion turnkey designs or type approvals.
- Undertake special projects or tasks within the Telecommunications Group or VicTrack as directed by the Group Manager Delivery or the Executive General Manager Telecommunications.

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 Telecommunications or Electrical Engineering (mandatory)
- Member of Engineering Australia (highly desirable)
- Rail Safety Workers Card or the ability to obtain (mandatory)
- Current driver's licence (highly desirable)
- ITIL V3 Certification (highly desirable)
- Diploma of Project Management (highly desirable)

Knowledge and experience

- Proven experience in a telecommunications environment with extensive experience in infrastructure design within a systems engineering environment
- Extensive technical expertise and knowledge of voice/data communications and fibre optic and copper technologies
- Experience and general knowledge in telecommunications related civil, networks, electrical engineering, engineering data management and GIS
- Demonstrated experience leading and managing a large multi-disciplinary technical team
- Ability to keep abreast with, and embrace technological developments
- Knowledge of rail safe working requirements and other related legislation
- Project Management experience and experience working in ITIL based organisations

Skills

- Sound interpersonal skills with the ability to effectively communicate with all levels of internal and external management
- Effective writing and drafting skills for the purpose of general project design documentation and technical report preparation
- Demonstrated experience in monitoring costs and recommending methods to achieve effective cost savings
- Be equally adept at working both independently and as a member of a team
- Ability to work under pressure, be self-motivated and to meet short deadlines
- Possess sound judgement, initiative and analytical skills for the identification and solving of complex technical problems
- Attention to detail and well organised
- Ability to present ideas, information and proposals clearly and effectively

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Sub-contractors
- Carriers and vendors
- Emergency services