

Position description

Position title	Network Audit & Quality Officer
Position number	200231, 201009
Classification level	D
Group	Telecommunications
Reports to	Team Leader – Network Audit
Location	1010 La Trobe Street Docklands Victoria
Date	August 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 position reports directly to the Team Leader – Network Audit in the Operations team.

Budget

This position has no specific financial delegation or budgetary responsibility. It will be expected that the incumbent will assist management in the planning of budgets.

Other

Indirect reports: up to six contractors (as required).

Purpose of the position

The Network Auditor & Quality Officer will conduct inspections of VicTrack telecommunications facilities, networking equipment and associated infrastructure. Through audit and surveillance activities inspect works performed on VicTrack's telecommunications network against set standards to ensure quality and integrity is maintained.

The incumbent must be prepared to undertake overtime and travel anywhere within the state of Victoria including overnight stays as required.

Key accountabilities/functions

Policy and planning

- Align VicTrack's Telecommunications audit processes and practices to industry common practice.
- Proactively set audit schedules for VicTrack telecommunications facilities, networking equipment and external plant.
- Influence indirect reports to perform auditing functions and deliver outcomes as directed.

Organising and operating

- Ensure compliance of VicTrack's network against design and installation standards by scheduling and performing audit and surveillance inspections of VicTrack project, service delivery and upgrade works.
- Perform audit and surveillance inspections of third-party works occurring either on or near VicTrack's network under the following conditions to ensure compliance with VicTrack's Network Protection Plan.
- Ensure all audit works are conducted and delivered aligned to current VicTrack policies, standards and practices. Specifically with alignment to:
 - change management, problem management and incident management process and practices
 - security management policy and practices
 - engineering design standards and practices
 - relevant Australian industry standards
 - Victorian Rail Industry standards.

Monitoring and control

- Any works identified as a risk to personal safety, rail operations or to the VicTrack network are to be halted, reported to VicTrack NMC and monitored until remedial action is taken.
- Reporting and management of non-conformances.
- Reporting and management of devolved asset base non-conformances and safety issues.
- Ensure audit procedures and processes are maintained.

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 (mandatory)

- Current Victorian Driver Licence
- Current ACMA Cabling Licence (restricted or open)

Qualifications (desirable)

- Formal qualification in a Communications/Electrical discipline
- WorkSafe OH&S Industry Induction (Red Card)
- Rail Industry Train Track Safety Awareness
- Rail Industry Safety and Environment Induction
- First Aid (Level 2) Certificate
- Technical or report writing course

Knowledge and experience

- Experience as a field auditor or in a field installation/technical role
- Knowledge and experience working on large, diverse communications networks
- Experience with, and understanding of construction, maintenance and safety standards for at least one of the following areas:
 - Voice and data networks
 - UHF radio network
 - Copper and/or fibre optic cable infrastructure
- Knowledge and understanding of ACMA legislation, regulations and standards
- Knowledge and understanding of quality management systems and processes
- Exposure to and understanding of the *Occupational Health and Safety Act*, *Workcover Act*, *Equal Opportunity Act* and *Disability Discrimination Act*
- Experience working on or knowledge of the Victorian rail network would be advantageous.

Skills

- Understanding the importance of attention to detail
- Ability to manage, interpret and report on collected data
- Demonstrated ability to determine priorities and work within tight time frames
- Ability to confidently and effectively communicate with staff at all levels
- Possession of excellent oral, written communication and presentation skills with the ability to produce written technical material
- Proficient in the use of Microsoft Office applications
- Possession of excellent administrative and organisational skills
- Demonstrated ability to work both independently and cooperatively with groups

Interpersonal and other features

Internal relationships

All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Subcontractors
- Carriers and vendors
- Emergency Services