Position description

Position title	Network Delivery Engineer
Position number	200756
Classification level	D
Group	Telecommunications
Reports to	Manager Network Delivery
Location	1010 La Trobe Street, Docklands
Date	April 2025
Tenure	Fixed-term full-time (1 year)

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.

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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 Network Delivery Engineer reports to the Manager Network Delivery in the Delivery team.

Budget

N/A

Purpose of the position

As a key member of the Network Delivery team, the Network Delivery Engineer is responsible for the timely delivery of infrastructure and services into the network. As part of this process the Network Delivery Engineer is expected to participate in the planning, construction, commissioning and testing of appropriate solutions to meet or exceed customer requirements and to achieve these solutions while delivering commercial value for both VicTrack and its customers.

The Network Delivery Engineer participates in the process to develop and implement strategies for the continuous improvement of the delivery of technical solutions in accordance with installation, deployment and provisioning guidelines.

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Key accountabilities/functions

- Responsible for the successful build, test and deployment of designed data and voice telecommunications infrastructure and service solutions in accordance with specification and in compliance with relevant standards.

- Review network service designs and identify issues impacting the reliability of deployment of services into the telecommunications networks and providing solutions to address the instability.

- Define and agree with appropriate stakeholders to plan implementation steps in a manner that ensures the integrity of customer services and network infrastructure through the deployment stages.

- Ensure that works are planned to reduce issues, risks and deviations of deliverable timeframes.

- Liaise with internal business groups, suppliers, contractors and customers to achieve successful delivery of network infrastructure and services.

- Responsible for the continual improvement and consistency of the implementation approach through developing and writing documentation, procedures and manuals of a high quality.

- Initiate and actively participate in development of network standards and best practices, and the introduction of new technology systems,

- Identify and demonstrate new ways of analysing complex technical problems that impact service delivery and implementation.

- Take a technology leadership role during implementation planning and crises, identify events impacting delivery and provides solutions.

- Continually learn new technologies and demonstrate the learnings on the job.

- Ensure effective planning, coordination and support of service/network delivery teams.

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.

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Individual attributes

Qualifications

- Degree, certificate or similar in Electronics or Telecommunications Engineering (mandatory)
- Cisco Certification - CCNA (mandatory) or JNCIA (mandatory), CCNP (currently studying or about to be certified), CCIE (highly desirable)
- Juniper Certifications – JNCIS, JNCIP (highly desirable)
- Extreme Certifications

Knowledge and experience

- Extensive experience in a commercial carrier environment working with one or more of the technologies, vendor equipment and systems mentioned
- Strong and demonstrated experience commissioning new services in a carrier environment and working with carrier grade telecommunications systems and equipment
- Demonstrated ability to deal with a wide variety of stakeholders, customers and other interested parties in a sensitive and intelligent manner
- Sound knowledge and experience in project management skills
- Capacity to undertake a wide range of engineering projects, work within tight timeframes
- Practical experience in all aspects of configuration of one or more of the following device types:
    - Routers
    - Switches
    - Multiplexers
    - DSLAMs
    - Firewalls
- Knowledge and experience in trouble shooting faults and problems for a number of the following technologies:
    - xWDM
    - PDH
    - SDH
    - IP/MPLS
    - xDSL
    - Wireless networks
- Demonstrated history of practical experience with the following vendor equipment:
    - Juniper – M Series, MX Series, EX Series, ISG/SSG/Netscreen
    - Extreme Networks – X450, X480, BD1200, BD1208
    - NSN (Nokia Siemens Networks) – hiT7020, 7050, 7060, 7070, 7300, 7080, 5630(DSLAM), FMX2R3
    - Cisco – 800, ISR, Catalyst and Metro series products, Cisco ASA
- Experience with the following OSS platforms:
    - NSN TNMS Core, TNMS CT, ACI-DM, ACI-LCT
    - HP Open View including NNM, NNMI, PI, OMW
    - Tivoli NetCool
    - ConnectMaster
    - Cacti
    - Nas
    - Splunk
- Knowledge or awareness of ACMA and/or the Telecommunications Act
- Knowledge of quality assurance, management systems and processes

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Skills

- Sound judgement and analytical skills when fault finding and performing network design
- Highly developed oral and written (documentation) communication skills
- Be equally adept at working both independently and as a member of a team
- Ability to work under pressure and to meet short deadlines
- Possess a "can do" attitude and willingness to accept challenges and responsibilities
- Enthusiastic, self-motivated, resourceful and innovative
- Strong fault diagnostics skills on sophisticated networks/systems that can be utilised during service delivery and implementation

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers