

Position description

Position title	Operations Engineering Manager
Position number	200223
Classification level	F
Group	Telecommunications
Reports to	Manager Operational Assurance & Engineering
Location	1010 La Trobe Street Docklands Victoria
Date	January 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

This position reports to the Manager Operational Assurance & Engineering in the Operations team and manages a team of Systems Engineers, Network Operations Engineers and UC (Unified Communications) Network Engineers.

Budget

Up to \$2 million OPEX

Other

Direct reports: 15

Purpose of the position

The Operations Engineering Manager is a key member of the Telecommunications Operations group, responsible for network management, vendor management, and continuous improvement in the network and customer telecommunications services.

As the team manager, this position is responsible for leading, coaching and developing a team of engineers.

Key accountabilities/functions

- Demonstrate strong leadership by guiding, motivating, and steering the Operations Engineering team in strict accordance with VicTrack policies and procedures. Spearhead training delivery, contribute to service enhancement, devise solutions for replacing unsupported vendor equipment, and handle essential administrative tasks such as accurate data input into incident tickets to document job history.
- Review and provide engineering support to maintain all VicTrack specifications and standards, ensuring they are kept relevant and meet technical requirements, industry standards and legislative and regulatory frameworks.
- Drive the testing and approval process of new hardware and telecommunications equipment. Execute a robust asset management strategy, optimising asset lifecycles to boost operational efficiency, align with organisational goals, and balance cost-effectiveness, performance, and risk considerations.
- Work collaboratively with stakeholders and establish a robust and transparent risk management framework that integrates regular risk assessment, clear risk ownership and proactive communication to ensure that potential risks with the telecommunications network are identified and addressed effectively.
- Maintain documented procedures related to VicTrack's telecommunications network, and ensure site drawings, service records and all relevant information is amended accurately, including writing of procedures and manuals, and network capacity planning.
- Support engineering activities to ensure compliance with obligations under the Telecommunications regulator Australian Communications & Media Authority (ACMA) and VicTrack's Trunked Telecommunications Infrastructure (TTI) accreditation.
- Act as a 24/7 escalation point for level 3 Network Engineers, providing leadership and support in resolving existing network issues and managing after-hours technical escalation for planned and unplanned outages. Also collaborate with internal stakeholders, public transport, freight operators, emergency services, and government departments on operational and service restoration.
- Drive financial stability through meticulous budget planning aligned with organisational goals. Lead strategic contract negotiations, ensuring favourable terms, risk mitigation, and cost-effectiveness to foster robust partnerships for overall organisational success and sustainability.
- Manage seamless operations acceptance by implementing a rigorous process that includes thorough testing, stakeholder collaboration, and performance evaluation to guarantee the successful integration of new systems or processes into the existing operational framework.

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 degree or equivalent related to Telecommunications or Engineering (mandatory)
- Vendor Certifications - current CCNA or JNCIA (mandatory), CCNP or JNCIP-SP (highly desirable), CCIE or JNCIE (highly desirable)
- Eligibility for admission into the Institute of Engineers Australia

Knowledge and experience

- Demonstrative knowledge of and experience in large telecommunication environments including experience in voice/data communications
- Technical expertise and knowledge of Wireless and transmission technologies, including but not limited to, SDH, PDH, DWDM, IP/MPLS, Radio, PABX/VOIP, fibre optic technologies, information security, as well as commissioning and integration of new services and technologies in a carrier environment
- Knowledge or awareness of ACMA, the *Telecommunications Act*, quality assurance, management systems and processes
- Demonstrable leadership and people management experience in a telecommunications related field
- Awareness of technological developments and market product changes applications and availability
- Strong commercial acumen
- Specification development for compliance in accordance with customer requirements and rail standards
- Ability to keep abreast with and embrace technological developments
- Knowledge of rail safe working requirements and other industry related legislation (desirable)

Skills

- Exceptional problem-solving skills and analytical ability
- Clear communication skills, both verbal and written, with the ability to present influential material to all levels of management and customers in a sensitive and intelligent manner
- Ability to work under pressure and to meet short deadlines in 24x7x365 environment
- Demonstrates self-awareness and a commitment to self-improvement and professional development
- A “can-do” attitude and willingness to accept challenges and responsibilities
- Demonstrated ability to undertake a wide range of engineering projects (desirable)

Interpersonal and other features

Internal relationships

- All VicTrack staff

External relationships

- Government departments and agencies
- Rail and transport industry operators
- Carriers and vendors
- Regulators
- Contractors and sub-contractors