

## Position description

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| <b>Position title</b>       | Senior Network & Telecommunications Specialist |
| <b>Position number</b>      | 200684   |
| <b>Classification level</b> | E  |
| <b>Group</b>                | Telecommunications                             |
| <b>Reports to</b>           | Manager Field Operations                       |
| <b>Location</b>             | 1010 La Trobe Street Docklands Victoria        |
| <b>Date</b>                 | November 2024                                  |
| <b>Tenure</b>               | Permanent full time                            |

## Our organisation

VicTrack is the 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 Senior Network & Telecommunications Specialist will report directly to the Manager Field Operations.

### Budget

N/A

### Other

The Senior Network & Telecommunications Specialist has delegations of authority as detailed in the VicTrack Delegations Policy for Project and Team Managers in the Telecommunications Group.

This position may be required for availability for 24/7 support, on call rosters, and overnight travel when required.

## Purpose of the position

The Senior Network & Telecommunications Specialist is a subject matter expert for VicTrack's data, wireless and transmission technologies, serving as escalation point within the Field Operations team. It is expected the position utilises hands-on skills, knowledge and experience to undertake reactive restoration, including proactive and preventative maintenance to improve reliability, efficiency, identify risks that may potentially adversely impact customer and network services.

The position will manage and oversee continuous improvement of the operational maintenance process to develop and deliver innovative and appropriate solutions that meet or exceed our customer requirements while delivering commercial value for VicTrack, its customers and other stakeholders.

This position is also required to provide technical support, guidance and mentoring to other operational staff in Telecommunications Operations, including other teams when required and as requested, in relation to telecommunications network and services.

## Key accountabilities/functions

The responsibilities of the position include, but are not limited to:

- Incident and Problem Management - execute complex technical investigations to resolve high-priority incidents, analyse issues and problems impacting VicTrack telecommunication infrastructure and services.
- Lead, contribute to and resolve telecommunication incidents and issues involving and requiring a comprehensive knowledge of Cisco, Juniper, and ADVA suites, with expertise in telecommunication networking, security, and applications content delivery.
- Lead, contribute to and recommend technical solutions to ensure the most cost-effective, robust, and scalable networks are deployed to meet and exceed network availability targets, and to allow for effective and efficient maintenance during the lifetime of the assets.
- Ensure that the appropriate telecommunications operational and maintenance requirements are developed, maintained and executed pursuant to statutory and industry requirements, and practices comply with ACMA regulations and VicTrack standards.
- Review non-conformances, perform quality audits, and propose solutions. Coordinate the resolution of non-conformances to ensure compliance with statutory requirements, industry and VicTrack standards.
- Coordinate complex network maintenance changes, upgrades, or incident resolutions, adhering to predefined change management framework. This process includes liaising with internal staff and vendors, developing implementation plans, risk and impact analysis, and testing plans.
- Contribute to and represent Operations in type approval and testing for new hardware and implementation of Asset Lifecycle decisions within the production network. Proactively participate in the rollout of hardware upgrade programs and act as a conduit between project teams and operations.
- Develop and deliver in-depth technical expertise and specialised training to the Field Operations team and other Telecommunications teams as required and when requested.
- Develop technical Method of Procedures, Work Instructions, and other documentation. Contribute to and assist in development and ongoing management of VicTrack's Telecommunication Standards and Specifications.
- Act as a point of escalation for projects, suppliers, vendors, and carriers to execute complex technical investigations.
- Deputise for manager when requested including other duties as directed by manager and/or GM Operations & Chief Engineer.

## 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 regarding preserving the environment.

## Rail safety

All staff who may be required to encounter 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)

- Bachelor's degree or higher in Engineering or Telecommunications related fields

### Qualifications (desirable)

- Rail Industry Train Track Safety Awareness – Level 1 or ability to obtain
- Rail Industry Safety and Environment Induction or ability to obtain
- First Aid (Level 2) Certificate

## Knowledge and experience

### Mandatory

- Extensive industry experience in a telecommunications or enterprise environment (15 years +)
- Experience in multiple telco technologies – wireless, transmission, IP, MPLS and Unified Communications
- Working knowledge of telecommunications carriers and their networks
- Proven experience with despatch and transmission systems wireless and fixed
- Commercial and practical experience in system diagnostics configuring and troubleshooting Experience in Operation Support System (OSS), Network Management System (NMS) and Element Management System (EMS)
- Understanding of ITIL and/or eTOM for formalised change management processes

### Desirable

- Experience in network planning and design in carrier grade telecommunications networks
- Working knowledge of VicTrack's bespoke Regional Rail Communications Network (RRCN) and ACOM management system
- Demonstrated experience in meeting SLAs, with detailed proficiency in IP/MPLS, OTN, and DWDM (including Raman)
- Experience in wireless networks including Mobile Network UMTS/4G, Radio, UHF and satellite
- Knowledge or awareness of the *Telecommunications Act*
- Knowledge or awareness of Australian Communications & Media Authority (ACMA).

### Skills

- Excellent written and verbal communication skills in English, with the ability to influence others
- Excellent problem solving and troubleshooting skills in resolving network and service faults
- Ability to write professional reports, technical and training documentation
- Demonstrated ability to deal with a wide variety of stakeholders, customers, and other interested parties
- Skilled in transmission systems (fibre-copper) and experienced with DC plant, for example Eaton
- Enhanced people management skills
- Capacity to undertake a wide range of requests, work to tight timeframes and be self-managed and motivated
- Skilled at managing priorities, projects and programs

### Interpersonal and other features

#### Internal relationships

- All VicTrack employees

#### External relationships

- Government departments
- Public transport operators and franchisees
- Carriers and vendors
- Regulators
- Sub-contractors