

Position description

Position title	Senior Presales Engineer
Position number	201229
Classification level	E
Group	Telecommunications
Reports to	Commercial & Carrier Relations Manager
Location	1010 La Trobe Street, Docklands
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 Senior Presales Engineer reports to the Commercial & Carrier Relations Manager.

Budget

N/A

Other

The Senior Presales Engineer has Delegation of Authority for the Engineering Management Framework.

Rail Safety Worker

The Senior Presales Engineer is considered a Rail Safety Worker in accordance with Rail Safety National Law (RSNL) specifically in regard to the design of telecommunications systems relating to rail infrastructure.

Purpose of the position

The Senior Presales Engineer works within the Sales team, and also works directly with customers and subject matter experts within VicTrack and external third parties in order to accurately understand and scope significant customer requirements. This requires an excellent understanding of the customer environment and knowledge of previous complex projects and issues.

The Senior Presales Engineer supports the Sales team to achieve revenue targets and identify new opportunities. The Senior Presales Engineer will also provide technical support, guidance and mentoring to other Presales Engineers and other engineering teams when required.

Key accountabilities/functions

The Senior Presales Engineer is solution focused to deliver, maintain and assist with the development of customer relationships through technical and commercial knowledge and will:

- Provide support and guidance to the Sales team by:
 - attending customer visits and meetings and determining accurate requirements
 - costing customer solutions including services, equipment and infrastructure based on technical requirements
 - identifying solution risks, proposing and costing mitigating strategies.

Within timeframe relative to scope of the proposal (project) and customer requirements:

- develop relationships with customers and other stakeholders such that the Senior Presales Engineer is seen as a trusted technical advisor and to help meet VicTrack's sales targets
- organise regular meetings as required with the Sales team and other stakeholders to discuss and update status of quotes and bids to keep consistency and manage timelines.
- participate in the development and maintenance of the VicTrack service catalogue and other product management initiatives to provide ease of use for customers
- lead customer proof of concepts in conjunction with the Products team to develop new and emerging technologies.
- Lead and manage responses to complex tenders and RFQs to win business for VicTrack in meeting financial targets.
- Lead the development of product and solution presentations to customers and stakeholders.
- Provide expertise in the execution of the presales processes by consulting and liaising with stakeholders from other teams and providing guidance in presales operation and improvement.
- Examine operational requirements, in conjunction with the Network Architect, for engineering works and telecommunications facilities to determine appropriate technology and techniques to be adopted to meet future requirements, and participate in vendor and product selection.
- Participate in project handover and lead lessons learned sessions. When required, provide support to the Network Design, Infrastructure Design and Network Delivery teams in the initial phases of a project to ensure a smooth handover is achieved.
- Provide induction to new Presales Engineers about VicTrack solutions and processes, including guiding other Presales Engineers on the use of tools and processes, reviewing their jobs and sharing information and experience to cover exclusions and considerations correctly.
- Support the Sales team to identify training and improvement needs for Presales Engineers.

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 qualifications in IT, Electronics or Telecommunications Engineering (mandatory)
- Eligible for membership to the Institution of Engineers Australia or equivalent (desirable)

Knowledge and experience

- 5+ years of experience in a similar role in a commercial carrier, vendor or transport/government environment
- Proven experience and in-depth knowledge of telecommunications technology
- Experience in IP/MPLS and network design
- Knowledge of SDH, PDH, WDM, Fibre design
- Knowledge in mobile transport network (4G/3G)
- Knowledge or awareness of the Telecommunications Act, ACMA regulatory requirements and transport and government environments
- Knowledge or awareness of ITIL, FCAPS, eTOMs frameworks and associated processes
- Knowledge and experience with quality assurance management systems and processes
- Proven practical experience with Microsoft Office (mandatory)
- Proven knowledge and experience in the planning tools used in VicTrack Network for Radio Design and OTN Design (desired)
- Proven knowledge and experience in VicTrack Radio Access Network (RAN) and relevant products (desired)

Skills

- Excellent customer relationship skills with the ability to communicate with all levels to establish and maintain credibility and stability with customers in a sensitive and intelligent manner
- Must demonstrate the ability to master new technologies and have the initiative for continuous learning
- Capacity to undertake a wide range of requests, work to tight timeframes and be self-managed and motivated
- Sound analytical skills when developing presales solutions for customers
- Highly developed verbal and written (documentation) communication skills
- Ability to work in a consultative manner to effectively gather requirements and develop solutions
- Ability to work effectively in teams
- Ability to work under pressure and tight timelines
- Ability to prioritise workload and tasks effectively
- Ability to think out of the box and develop creative solutions

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Wholesale customers
- Carriers and vendors
- Regulators
- Sub-contractors