Position description

Position title	Senior Technical Analyst Operations
Position number	200273
Classification level	E
Group	Telecommunications
Reports to	Manager Field Operations
Location	1010 La Trobe Street Docklands Victoria
Date	August 2025
Tenure	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.

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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 Senior Technical Analyst Operations will report directly to the Manager Field Operations.

Budget

N/A

Other

The Senior Technical Analyst Operations has delegations of authority as detailed in the VicTrack Delegations Policy for Project and Team Managers in the Telecommunications Group.

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Purpose of the position

The Senior Technical Analyst Operations is responsible to control, plan, lead and participate in the execution of the operational handover and acceptance of telecommunication services and infrastructure in response to requests from internal and external customers.

The position manages and oversees continuous improvement of the operational management process to develop and deliver innovative and appropriate solutions that meet or exceed 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 telecommunication network and services.

Key accountabilities/functions

- Develop and write documentation, training materials, procedures and manuals of a high quality in support of the operations of the network. Present updates and training to customers and other stakeholders both internal and external.

- Participate in regular discussions regarding projects, strategy, planning and technology reviews. Contribute, participate and undertake peer reviews of service restorations with stakeholders and vendor Base 2.

- Manage security pins, passwords, geofencing design, UAT, software updates and asset reconciliation.

- Provide customer Radio Frequency coverage reports (4G/Sat/UHF) including map overlays updates for the RRCN network. Configure rolling stock, locomotives/Hi Rails to operate on Broad or Standard Gauge.

- Manage Victorian UHF code-plug frequencies and update deployments in line with V/Line NSP ensuring compliance to statutory and policy requirements.

- Management of MACs for VCS Tiles, lay outs, phone numbers and ARO boundaries.

- Participate in life-cycle management of technologies, products, and systems to support existing revenue and maintain SLAs and the reliability of the network.

- Consult and work with stakeholders to resolve technical issues related to telecommunication services and infrastructure technology and to explore new and innovative solutions to meet new customer requirements.

- Manage acceptance of device configurations for the Operational Telecommunications teams, including handover documentation packs to facilitate the delivery of compliant solutions.

- 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.

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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

- Bachelor's degree or higher related to Engineering or Telecommunications, or
- Bachelor's degree or higher related to Computer Engineering, Business Systems or equivalent

Knowledge and experience

Mandatory

- Extensive industry experience in a telecommunications or enterprise environment
- Proven experience with despatch and communication systems, geo-fencing, database administration (15 years+)
- Writing technical and training documentation
- Commercial and practical experience in system designing solutions
- Experience in Operation Support System (OSS), Network Management System (NMS) and Element Management System (EMS)
- Understanding of ITIL and formalised change management processes
- Experience in configuring and troubleshooting

Desirable

- Experience in network planning and design in carrier grade telecommunications networks
- Working knowledge of Regional Rail Communications Network and ACOM management system
- Experience in Wireless networks including Mobile Network UMTS/4G Radio UHF and Satellite
- Knowledge in quality assurance, management systems and processes
- 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 with technical proposals

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- Excellent problem solving and troubleshooting skills in resolving network and customer service faults
- Sound analytical skills when developing presales solutions for customers
- Demonstrated ability to deal with a wide variety of stakeholders, customers, and other interested parties in a sensitive and intelligent manner
- 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 projects or programs

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments
- Public transport operators and franchisees
- Carriers and vendors
- Regulators
- Subcontractors

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