

## Position description

<b>Position title</b>	Team Lead Network and Security
<b>Position number</b>	200929
<b>Classification level</b>	E
<b>Group</b>	IT & D
<b>Reports to</b>	Manager IT Operations
<b>Location</b>	1010 La Trobe Street, Docklands
<b>Date</b>	September 2025
<b>Tenure</b>	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 Team Leader Network & Security reports directly to the Manager IT Operations in the IT & Digital Services team.

### Budget

N/A

## Purpose of the position

The Team Leader role holds primary responsibility within the Networking and Security team under IT&D Operations, focusing on:

- providing technical leadership and strategic guidance to Network and Security Engineers to support operational excellence
- ensuring the consistent efficiency and operational continuity of networking infrastructure and security systems, while meeting agreed Service Level Agreements (SLAs) for both internal and external stakeholders.

## Key accountabilities/functions

- Lead and inspire a team of IT&D Engineers, fostering a collaborative and high-performing environment. Drive capability uplift through coaching, mentoring, and strategic workforce planning.
- Shape and influence the development of IT operational policies, standards, and procedures. Ensure consistent application of governance principles to support reliable, scalable, and secure IT service delivery.
- Oversee compliance with VicTrack's IT security policies across infrastructure, applications, and user environments. Ensure proactive risk mitigation through structured access reviews, vulnerability management, and secure operational practices.
- Partner with internal IT&D teams and cross-functional business units to embed security and governance into operational workflows. Act as a key liaison between operations and security functions to ensure alignment with VicTrack's enterprise security framework.
- Drive the planning and execution of security assurance activities in collaboration with the IT&D Security team. Promote a culture of continuous improvement, innovation, and operational resilience.
- Champion high-quality face-to-face, online, and phone channels interactions. Define and report on SLAs for service requests and incidents, ensuring transparency, accountability, and continuous improvement.
- Oversee the full lifecycle of IT assets, including procurement, maintenance, monitoring, backup/recovery, and secure disposal. Ensure alignment with sustainability and security standards.
- Collaborate with vendors to resolve complex technical issues and ensure timely service restoration. Partner with internal teams and business units to embed security and governance into operational workflows.
- Analyse performance data to identify trends, risks, and opportunities for improvement. Maintain technical documentation and deliver training to uplift security awareness and capability across the organisation.

## 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 qualification in a Computer Systems related discipline.
- ITIL certification is highly regarded.
- Microsoft certified (desirable).
- Desirable JNCIP, CCNA, CISSP, GCIA, GCIH, or OSCP are considered a plus.
- Desirable ISSP (Certified Information Systems Security Professional), CISM (Certified Information Security Manager), CCSP (Certified Cloud Security Professional) are considered a plus.

### Knowledge and experience

- Proven extensive experience providing network and security operational support in a medium-to-large organisation
- Experience in security monitoring, incident response, threat intel and reporting
- Hands-on experience with tools like Microsoft Sentinel, Splunk, Palo Alto, F5 networks, DTEX / XDR, and Netskope
- Hands-on experience with advanced networking fundamentals: TCP/IP, DNS, DHCP, routing, switching, firewalls, VPN
- Hands-on experience with network infrastructure: LAN/WAN design, wireless technologies, and cloud networking (e.g., Azure, AWS)
- Demonstrated knowledge of ITIL practices for IT service management
- Demonstrated experience working with network and security applications and tools
- Demonstrated experience supervising, motivating and leading teams in an IT environment
- Demonstrated experience writing IT operational procedures and guides
- Experience in developing reports and tracking compliance
- Experience in asset management lifecycle and capacity management
- Experience in cyber security management

## Skills

- Excellent communication skills to liaise technical and non-technical
- Ability to write detailed technical documentation for both IT professionals and general user consumption
- Ability to analyse system data and produce meaningful reports
- Ability to engage and negotiate effectively with stakeholders
- Ability to supervise, motivate and lead, as well as work as a member of a team
- Ability to provide direction and advice to team members to ensure that networking and security are secure and function smoothly
- A motivated self-starter, who demonstrates initiative, takes responsibility, and required action to ensure the team deliverables are of a high quality
- High level of attention to detail and accuracy in all aspects of work
- Ability to analyse, troubleshoot and solve complex technical problems in a logical, systematic, and consistent manner
- Ability to organise and manage time, and prioritise projects, tasks, and other operational activities
- Ability to assess potential risks and issues, assess impact and likelihood, and recommend and apply appropriate controls and priorities to mitigate identified risks

## Interpersonal and other features

### Internal relationships

- All VicTrack employees

### External relationships

- All VicTrack customers
- Vendors and/or suppliers