

Position description

Position title	Technical Officer Field Operations
Position numbers	200101, 200105, 200439, 200442, 200443, 200444, 200473, 200483, 200617, 200680, 200687, 200832, 200933, 200934, 200971, 200988, 200989, 201005, 201006, 201007, 201008
Classification level	C
Group	Telecommunications
Reports to	Team Leader Field Operations
Location	1010 La Trobe Street Docklands Victoria
Date	May 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 Technical Officer Field Operations reports to the Team Leader Field Operations.

Budget

N/A

Other

This position will be required to work under a callout roster system which will require, at times, overtime and weekend work.

Purpose of the position

The Technical Officer Field Operations will undertake and coordinate operational activities associated with maintenance, fault resolution and deployment of VicTrack's Telecommunications network and equipment.

The activities may also include providing supervision and direction for contractors and third party vendors in relation to deployment, preventative and/or reactive maintenance functions associated with VicTrack's Telecommunications network during regular working hours.

Key accountabilities and functions

- Provide technical knowledge to make decisions, analyse faults and provide advice for the resolution of telecommunication network faults.
- Provide expertise and knowledge to facilitate access, permits and network changes on VicTrack's telecommunications network or VicTrack owned, leased or managed environments.
- Provide technical knowledge in the coordination and supervision of any telecommunication or associated activity for maintenance and/or fault rectification of the telecommunications network including associated equipment for the telecommunications network.
- Provide technical knowledge and undertake any activity related to installation and commissioning for the deployment of new telecommunication technologies throughout Melbourne and regional Victoria.
- Participate in and contribute to the identification of issues impacting the performance and integrity of the telecommunications network and provide solutions to address any issues that may adversely impact the operation of the network.
- Provide technical knowledge to implement innovative and cost-effective solutions to meet or exceed telecommunications operational business requirements or customer needs in a timely manner.
- Ensure that the appropriate Australian standards, VicTrack policies, processes, governance and standards and any Telecommunications practices are adhered to at all times.
- Coordinate and provide input to the life-cycle management of telecommunication technologies, equipment and systems to support customer service requirements and maintain SLAs and the reliability of the network.
- Recognise and suggest continuous improvements to internal processes, systems and technologies.

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 (mandatory)

- Valid Driver's Licence

Qualifications (desirable)

- Telecommunication equipment install and commission accreditation
- Rail Industry Train Track Safety Awareness – Level 1 or ability to obtain
- Rail Industry Safety and Environment Induction or the ability to obtain
- First Aid (Level 2) Certificate

Knowledge and experience

- Up to five years' experience in a telecommunications environment or related industry
- Broad experience in multiple technologies – transmission, wireless, UC, telephony
- Demonstrable experience in project management, including budgets, or project coordination in a telecommunications environment
- Working knowledge of telecommunications carriers and their networks
- Experience in writing scopes of work for telecommunications environments

Skills

- Ability to determine priorities, schedule works and work within critical time constraints
- Ability to analyse situations and escalate issues to relevant areas
- Highly self-motivated with the ability to work autonomously and as part of a team
- Analytically minded and exceptional fault diagnosis skills
- Well-developed interpersonal and written communication skills
- Ability to manage and coordinate a diverse portfolio of projects and multi-task
- Strong focus on attention to detail and compliance with standards
- Proficient in the use of Microsoft applications
- Supports and participates in continuous improvement

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Sub-contractors
- Carriers and vendors