Position description

Position title	Transport Communications Lead
Position number	201213
Classification level	E
Group	Telecommunications
Reports to	Manager Architecture
Location	1010 La Trobe Street, Docklands 3008
Date	June 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.

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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

This position reports to the Manager Architecture with functional oversight from the Senior Platform Lead - Access and Communications in the Assets & Architecture team.

Direct reports Nil

Budget Nil

Purpose of the position

The Transport Communications Lead is accountable for solutions and the operational lifecycle of a range of discrete technologies that together provide VicTrack's Transport Communications platforms and other interrelated platforms. This includes architectural design, vendor engagement, technical product definition, lifecycle management, operational enablement, documentation, skills transfer, change management and OSS integration of related management systems.

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The position requires sound technology specialisation and understanding of voice and data communication technologies with developing leadership qualities that can inform VicTrack of the current and potential voice and data capabilities to meet the demands of transport, government and wholesale customers and internal stakeholders for immediate and future needs.

Key accountabilities/functions

- Functional
  - Subject matter expert in Unified and Digital Radio Communication technologies to inform and guide VicTrack capabilities.
  - Provide leadership, ownership and accountability of the assigned platforms.
  - Architecture strategy of assigned platforms including hardware, software, protocols, standards, licenses, support and maintenance to deliver required capabilities, products or functions.
  - Define and document the platform strategic evolution, integration, migration and retirement.
  - Facilitate business operations through consultation, reviews, processes and approvals.
  - Manage adherence to relevant VicTrack and/or industry standards, compliance and policy.
  - Lead escalations for defects and issues, representing VicTrack to vendors.
  - Conceive, initiate, drive and manage platform initiatives from beginning to end.
  - Provide demonstrable leadership and advice to VicTrack employees on voice technology through requirements definition, test cases with expected results, test execution methodologies and technology best practices.
- Cross-functional
  - Architecture: align, integrate and operate with other platforms to achieve the best business outcome for VicTrack.
  - Capacity management: provide metrics, limits and methodology for monitoring consumables, with clear strategy for mitigation and/or growth.
  - Assets: contribute to the lifecycle of hardware and software, including lifecycle decisions, asset management plans and type approvals.
  - Contracts: contribute to the management of vendor contracts and relationships.
  - Security: support and facilitate security compliance including vulnerability assessment.
  - Products: contribute to research and specify platform products and/or capabilities to aid in revenue targets.
  - Systems: support integration and data management for business use.
  - Operations: support for tier 3 escalation for operational issues.
  - Design: support network and infrastructure design teams through quality documentation, knowledge transfer, workshops, reviews and solution approvals.

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 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

- Bachelor of Engineering in Electrical/Electronic/Computer Systems Engineering or similar tertiary degree related to Telecommunications.
- Vendor certifications, such as Firewalls, JNCIE, CCIE, CCNP with voice focus are highly regarded.

Knowledge and experience

- Mandatory requirements:
    - Network Engineering experience, or similar, with an aspiration for Architecture.
    - Five years of experience with Voice and Data Communication technologies (e.g. DMR, P25, UHF or any other type of voice dispatching system, Cisco CUCM or similar).
    - Deep technical knowledge and experience in voice communication systems, routing, switching and associated management systems.
    - Knowledge and practical experience with troubleshooting end-to-end services.
    - Ability, flexibility and drive to learn new technologies.
    - Outcome focused approach to work initiatives.
    - An aptitude for working with stakeholders and other internal teams.
    - Ability to work independently and within a team.
- Valued:
    - Hands-on experience with Unified Communications platforms.
    - Experience with Cisco, Juniper hardware, software and licensing.
    - Knowledge of IP, MPLS and related technologies.
    - Satellite/Microwave, radio (UHF, GSM, LTE), mmWave, WiFi, routing, switching vendor certifications or working knowledge.
    - Working knowledge of Optical networking including CWDM and DWDM.
    - History working with vendors and integrators.
    - Management system integration with OSS/BSS experience.
    - Experience delivering data products.
    - Proficiency in preparing business cases and associated material to articulate concepts and influence decisions internally and externally to the organisation. This includes technical as well as financial components with any associated risks.

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Skills

- Well-developed written and oral communication, interpersonal and presentation skills.
- Self-managed and motivated.
- Demonstrates initiative and drive outcomes.
- Ability to take broad high-level direction and interpret into measurable outcomes.
- Ability to work with peer Platform Architects and other business areas to deliver holistic solutions.
- Ability to work with stakeholders across the business, articulate concepts clearly and guide decisions.
- Willing to lead, educate and nurture others with diverse skills, knowledge and technical backgrounds.
- Positive and practical attitude.

Interpersonal and other features

Internal relationships

- All VicTrack employees and groups

External relationships

The Transport Communications Lead will participate in relationships that include:

- equipment suppliers, integrators and vendors
- government departments
- transport (trains, trams, buses, ticketing)
- wholesale carriers (such as Telstra, Optus, Vocus, Aussie Broadband, NBN).

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