

Position description

Position title	Facilities Maintenance Supervisor
Position number	200107
Classification level	D
Group	Telecommunications
Reports to	Manager Infrastructure
Location	1010 La Trobe Street, Docklands 3008
Date	March 2026
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 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 Facilities Maintenance Supervisor will report directly to the Manager Infrastructure in the Operations team.

Direct reports

Two to three direct reports in addition to the management of project vendors and contractors (as required).

Budget

N/A

Other

This position may be required to provide on-call support in case of emergencies or other after-hours site issues. This may include, but is not limited to, attendance on-site for planned maintenance or activities, faults and service restorations, disaster recovery testing and project work.

Purpose of the position

The Facilities Maintenance Supervisor is responsible for ensuring all Telecommunication and Network facilities including data centres, communication equipment rooms/huts, communication sites are appropriately maintained to support safe, reliable, and continuous operation in accordance with VicTrack requirements.

This position provides leadership and coordination of technicians and field staff, ensuring maintenance activities, site inspections, and upgrade works are planned, prioritised, and delivered efficiently. The Supervisor is accountable for the organisation and upkeep of data centres, the management of preventative maintenance programs, and the timely resolution of faults to maintain high levels of service availability.

Key accountabilities/functions

- Manage, coach and develop staff in accordance with VicTrack processes and procedures.
- Manage the ongoing operation of VicTrack's Telco facilities and network infrastructure:
 - Provide advice, consultation and review of all aspects of Telco facilities and infrastructure.
 - Manage all aspects of upgrades, maintenance and other activities as directed to Telco facilities and infrastructure.
 - Manage access and inductions for staff, customers and contractors for Telco facilities and infrastructure.
 - Provide input for development and implement physical site best practice standards, policies and procedures.
 - Coordinate all aspects of the site maintenance, including but not limited to, cleaning services, building services and maintenance.
- Support operational continuity by effectively allocating resources, ensuring strict adherence to safety protocols, and driving consistent, high-quality outcomes across all field and technical maintenance operations.
- Manage and report on risks associated with facilities and infrastructure management.
- Manage contract administration of vendor support and maintenance contracts ensuring budget and delivery is on time and meets VicTrack quality standards.
- Manage requests for tender and quotes, including associated payments in accordance with VicTrack policies.
- Manage and report on maintenance and supplier contracts in accordance with VicTrack policies.
- Ensure that incidents are identified and repaired/restored promptly.
- Manage health, safety, environment and risk in accordance with VicTrack policies and procedures.
- Implement, monitor and respond to environmental and logical monitoring system alerts making recommendations for improvements where necessary.

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

- A relevant tertiary qualification or appropriate technical qualification would be highly desirable.
- Current Victorian Driver's Licence

Knowledge and experience

- Experience in facilities management within a telecommunication environment
- A demonstrated understanding of telecommunication environments such as data centre facilities, telecommunication infrastructure and equipment rooms, including but not limited to power supplies, power distribution boards, generators, switchgear, UPS systems, chillers, air handling units, fire protection and environmental management systems and also tower and tower infrastructure
- Experience with incident, problem and change management practices
- Demonstrated experience in developing policies, standards and procedures

Skills

- Ability to operate and work with minimal direction
- Excellent interpersonal and communications skills, including the ability to build effective relationships
- Strong problem-solving skills
- High level of initiative and self-motivation
- Strong stakeholder and vendor management skills
- Excellent organisation and time management ability
- Extensive group process and process improvement skills
- Ability to establish good working relationships with internal and external stakeholders
- Ability to work in remote locations (from head office)
- Excellent customer service skills

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Telecommunication providers
- Government departments
- Transport sector customers
- Rail operators
- Construction and maintenance vendors, consultants, service partners and suppliers