Position description

Position title	Group Manager Customer Operations
Position number	200166
Classification level	PESES-2
Group	Telecommunications
Reports to	Executive General Manager Telecommunications
Location	1010 La Trobe Street Docklands Victoria 3008
Date	February 2026
Tenure	Fixed-term 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 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.

Position purpose

The Group Manager Customer Operations is responsible for the operational performance, maintenance and support of the telecommunications infrastructure network. This includes new infrastructure design approval and operational testing and acceptance that consistently and sustainably delivers a cost effective, high-quality, supportable and secure network which is fit for purpose and delivers the agreed and documented requirements of VicTrack's customers.

Knowledge

Qualifications

- Tertiary qualifications in Telecommunications, Engineering or a Technology related discipline is required.
- Eligibility for admission as a Chartered Professional Engineer to The Institution of Engineers Australia (or equivalent) is required.
- Eligibility to National Engineering Register NER (or equivalent) is required.
- MBA Business Administration (preferred).

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Knowledge and experience

- Extensive technical/professional experience in Telecommunications, Engineering and/or Operations management and leadership experience
- Strong experience in managing a large and multi-disciplinary team
- Demonstrable experience in managing senior level customer and stakeholder relationships, both internal and external
- Proven experience in motivating and leading multi-disciplinary technical teams to deliver high quality output on time and to budget
- Demonstrated experience to work within complex changing environments with multiple stakeholders to deliver commercial outcomes
- Experience in deploying and operationalising risks and working through any conflict to ensure that all solutions designed and deployed meet change requirements before acceptance into production

Skills

- Ability to evaluate complex situations and tasks and provide in depth expertise on varied concepts and principles of knowledge management
- Ability to work independently and take accountability for outcomes
- Strong customer focus to align outcomes to strategic plan and objectives
- Effective and proactive use of knowledge management systems
- Ability to review and analyse current policies, processes and procedures and develop solutions and continuous improvement plans
- Strong leadership skills to build and develop a team with specialist expertise and a positive culture
- Strong commercial acumen
- Highly developed problem solving and analytical skills
- Ability to work under pressure and meet deadlines
- Ability to plan, lead and manage change
- High personal levels of energy, urgency and persistence; able to instil same in others
- Able to provide confidence to the Executive Group Manager that risks are appropriately managed
- Advanced ability to communicate with influence and provide specialist advice to senior internal and external stakeholders
- Ability to maintain confidentiality
- Proven ability to develop and manage stakeholder relationships, facilitate open communication, and capture and disseminate information
- Demonstrated ability to build consensus and resolve conflict among diverse stakeholders
- Strong ability to lead by influence applied to both business and technical groups
- Superior written and oral communication, interpersonal and presentation skills

Relationships

Reporting relationships

This position reports directly to the Executive General Manager Telecommunications.

This position has 110 staff with five direct reports.

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Internal relationships

- This position will have daily interaction across the Telecommunications Group, including the Executive General Manager of Telecommunications.
- There will be regular interaction with the Chief Executive, the VicTrack Executive Management team, and other SLT members.
- Develop relationships with business leaders, group risk champions and key stakeholders to understand business drivers and align strategies with business needs.

External relationships

- This position will have significant interaction with relevant technology players, thought leaders and both ICT and transport industry bodies, to keep abreast of new and emerging technologies and trends, and their application to VicTrack and partners.
- This position will have regular interaction with senior management and the Executive of VicTrack's customers and key stakeholders.
- This position will also deal regularly with senior personnel in the transport sector and within government bodies such as the Department of Transport and Planning and more broadly, WoVG departments – Department of Premier and Cabinet, Department of Health and Human Services, Department of Treasury and Finance, Emergency Management Victoria, Victorian Building Authority, Emergency Services Telecommunications Authority, State Revenue Office, Cenitex; Telstra, Optus, Vocus, Vodaphone, TPG, Visionstream, Juniper, Cisco, ADVA and other Telecommunication carriers and government business enterprises; federal agencies Australian Competition and Consumer Commission, Attorney-General's Department and Australian Communications and Media Authority.

Judgement and risk

- Drive vision, leadership and governance of the operational risk, manage and undertake compliance, assurance and quality undertakings in accordance with agreed governance for the Telecommunications Group, ensuring alignment with the enterprise strategy, regulatory compliance, corporate vision and goals and industry best practice.
- Report, manage and undertake risk assessments including recommended mitigation strategies on the telecommunication network.
- Report and manage through agreed Asset Management and Risk Plans the End-of-Life telecommunication infrastructure and equipment including development and implementation of initiatives to manage risk.
- Drive leadership and governance to manage safety risks.

Independence

- To manage and oversee the activities of Operational Support and Maintenance, Design and Specifications Authority, Operational Testing and Acceptance, Network Auditing, Compliance undertakings, Service Assurance, Fault Restoration and Maintenance Management, 24/7 Network Operations and Customer Contact Centres, Data Centres, Field Technical and Operational Engineering Services.
- To actively participate in and contribute to the strategic and commercial management of the Telco Group as a prime member of the Telco management team.
- To actively participate in and contribute to VicTrack's strategic and commercial management as a member of the VicTrack Senior Leadership Team.
- Lead and participate in negotiating contracts and Telecommunications Services Agreements to ensure appropriate support and maintenance service levels including spare inventory is

accommodated to appropriately manage the Telecommunication and ICT infrastructure and networks.

- To perform all duties and behave at all times in accordance with VicTrack's policies and procedures including OH&S.

Strategic change

- Responsibility for VicTrack Telco's Change Management processes to ensure that all moves to production comply with statutory and compliance requirements.
- Ensure the development - design, build, test and deploy - of VicTrack's telecommunications network to deliver services on time that meet the customers' agreed and documented business and technical requirements for both short and long term.
- Ensure that all engineering activities conform to agreed professional and industry standards.
- Lead the maintenance of VicTrack's telecommunications infrastructure network.
- Manage the collaboration with customer relations and Service Delivery to ensure efficient and effective handover from delivery into Operations.
- Develop, agree and deliver Operations activities and Engineering activities to annual Opex and Capex budgets.
- Deliver continuous operational and engineering efficiencies through process improvement and redesigns in Operations and Engineering and effectively deploy technology solutions.
- Train, develop and guide staff within Operations and Engineering to build the required capabilities to deliver the Telco Business Plan, including the effective implementation of performance appraisal, development and management activities throughout Operations.

Impact

- Ensure excellence in network assurance is delivered through the operation of a 24x7 Service Management Centre (NOC) which will provide a single 'front door' to VicTrack Telco customers requiring support.
- Lead the maintenance of VicTrack's telecommunications infrastructure network.
- Take responsibility for VicTrack Telco's Change Management processes to ensure that all moves to production comply with statutory and compliance requirements.
- Ensure that all operational, engineering and network related ICT activities conform to agreed professional and industry standards and regulatory and compliance regimes.
- Provide advice, assistance and accurate information to other areas in the Telco Group, and across VicTrack as required to ensure VicTrack's objectives are being met.
- Participate in management meetings as required to communicate Operations' progress and requirements to ensure VicTrack's objectives are being met.

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Breadth

- Ensure delivery of telecommunications network operational support for internal and external projects (as business owner).
- Manage the delivery of annual network infrastructure site maintenance programs.
- Ensure that all operational, engineering and ICT activities conform to agreed professional and industry standards and regulatory and compliance regimes.
- Maintain an up-to-date knowledge of trends and industry standards in telecommunication, infrastructure, engineering and network related ICT in terms of telecommunication and transport technologies.
- Contribute to all key Telco initiatives including Customer Service & Deployment, Financial and Commercial management, stakeholder management, process improvement and compliance programs.
- Contribute information to Telco and VicTrack management reports in a timely and accurate manner.
- Ensure that all Operations activities are conducted in a professional and commercially effective manner.
- Conduct risk assessments to identify and eliminate technical and business risks in Operations.
- Ensure that a safe working environment is maintained for all staff in Operations.
- Undertake special projects or tasks within the Telco Group or VicTrack as directed by the EGM Telecommunications or the Chief Executive.

Resource management

Budget

- Greater than $50M reoccurring revenue, and
- In excess of $30M customer and internal CAPEX projects

Staff

Five direct reports

110 staff (permanent and fixed term)

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Delegation of Authority

This position has the following delegated financial authorities

• Single authority to authorise payments, approve contracts or purchase orders for supply of goods or services to VicTrack as operational or capital expenditure (excludes real estate, engaging external lawyers and establishing a panel. All IT expenditure must be reviewed by ICT committee)	$500,000
• Single authority to approve contract execution or work commencement – transaction where revenue is paid to VicTrack	$100,000
• Single authority to authorise payment for Entertainment Expense and Expense Reimbursements Approval (limit is for total event/expense cost)	$250
• Single authority for contract administration or exercise of rights under a transaction or contract	$500,000
• Employ personnel or contract labour: reclassify, change role or give higher duties; create position description	Within resource plan
• Single authority for staff training, development or study costs, professional accreditation and memberships	$5,000 per person

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.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

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 Group Manager Safety
- safely access the rail corridor.

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