

Position description

Position title	Senior Network & Security Engineer
Position number	201057
Classification Level	E
Group	Corporate Services
Reports to	Team Leader Network & Security
Location	1010 La Trobe Street Docklands Victoria
Date	April 2024
Tenure	Permanent full time

Our organisation

VicTrack is the 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 three specialist delivery groups – Property, Telecommunications and Project Delivery – 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 Senior Network & Security Engineer reports to the Team Leader Network & Security in the IT & Digital Services team.

Budget

N/A

Other

This role will be required to participate in the 24-hour on-call support roster.

Purpose of the position

The Senior Network & Security Engineer will be responsible for supporting, managing, and maintaining VicTrack's IT&D security and networking infrastructure. This will involve providing input into the design, implementation and maintenance of security solutions to protect VicTrack's infrastructure and systems from cyber-attacks.

This position will guide the development of a security culture within VicTrack's telecommunications infrastructure by ensuring compliance with standards and regulations in order to protect the organisation's systems from cyber-attacks.

The incumbent will collaborate with the Team Leader Network & Security to ensure that the network infrastructure and systems, as well as the telecommunications systems and devices, comply with all relevant government and corporate security policies and regulations.

Key accountabilities/functions

- Ensure the availability, reliability, accuracy, security, and performance of IT services through the provision of:
 - procurement and asset management
 - asset maintenance, monitoring and alerting
 - asset storage, backup, and recovery
 - asset support (incident and problem management)
 - asset disposal.
- Lead the implementation of solutions and technical support of IT&D networks and security to meet business needs and to provide quality outcomes to internal and external customers.
- Provide technical support for the IT&D network infrastructure and security through configuration of routing and switching, firewalls, load balancers (F5), Antivirus, XDR, vulnerability management, web and email filtering, etc. This will involve configuring, managing, improvement and monitoring, such as performing network maintenance, modifications and configuration and testing, maintaining and producing technical documentation.
- Ensure accurate maintenance and detailed records of incidents, problems, changes and requests in VicTrack's service management application, in accordance with agreed-upon service levels (SLAs) and targets (SLTs) for both internal and external customers.
- Contribute and adhere to the development of IT policy, standards and procedures to ensure good IT governance and service management in IT&D network infrastructure and system security.
- Continuously seek opportunities to improve operational excellence and minimise operational costs through simplified, documented and repeatable processes and the use of new/emerging technologies.
- Remediate security vulnerabilities and issues in accordance with Information Security Framework for assigned IT&D network infrastructure and systems.
- Proactively monitor, analyse, identify and report potential security threats in VicTrack's IT&D computer systems, networks, infrastructure and applications to reduce the likelihood and impact of IT security incidents.
- Drive compliance of engineering security practice across the Telecommunications Group and application security practices and standards.

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, shall:

- 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

- Relevant degree in Engineering
- ITIL V4 Certification – (desirable)
- Recognised industry security certification such as CISM or CISSP are mandatory and CISA and ISO 27000:2013 Certified Lead Implementer are highly desirable as well certified Ethical Hacker (CEH), or Certified Network Defender (CND)
- Relevant certifications such as Cisco Certified Network Associate (CCNA), CompTIA Network+, or Juniper Networks Certified Internet Associate (JNCIA)
- Victoria Police Registered Network Security Installer & Adviser

Knowledge and experience

- Ability to demonstrate and apply strong knowledge of networking and security concepts in medium to large organisations with strong experience in multiple security products
- High level of technical knowledge in secure cybersecurity management at an operational level
- Experience with antivirus, XDR, vulnerability management, configuration compliance monitoring, LAN/WAN, firewalls, load balancers, Proxies and Behaviour Analytics (DTEX)
- Experience in support and configuring of routers using protocols such as NTP, Radius, SNMPv3, QoS, OSPF, BFD, MPLS/RSVP, BGP, L2/3 VPN

- Knowledge of OSI model and L2 to L7 protocols: TCP/IP, VLANs, DNS, SNMP, SSH, Telnet, etc
- Experience with Windows and UNIX operating systems and relevant security features
- Knowledge and experience with ITIL methodology

Skills

- Excellent communication skills both written and verbal
- 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 work autonomously, with minimal supervision
- Ability to provide direction and advice to team members to ensure that IT systems are secure and function smoothly
- A motivated self-starter, who uses their initiative, takes responsibility, and required action to ensure IT System teams deliverables are of a high quality
- High level of attention to detail and accuracy in all aspects of their 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 to ensure they are completed satisfactorily within agreed timeframes and deadlines
- 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 staff and management

External relationships

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