

Position description

Position	Network Management Centre (NMC) Technical Officer
Group	Telecommunications
Reports to	Manager Service Operations
Location	1010 La Trobe Street Docklands Victoria
Date	August 2021
Tenure	Permanent

Our organisation

VicTrack owns 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's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

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 Business 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 NMC Technical Officer reports directly to Manager Service Operations in the Operations team within Telecommunications.

Budget

N/A

Purpose of the position

As a key member of the VicTrack Network Management Centre (NMC), NMC Technical Officers participate in the day-to-day operation and monitoring of VicTrack’s Telecommunications network based on SDH, PDH, DWDM, IP/MPLS, xDSL, wireless transmission and access networks.

The NMC Technical Officers undertake day-to-day activities as part of the management of the network, these activities include:

- active monitoring of networks
- troubleshooting of network issues and faults
- resolution of network issues and faults
- escalation of network issues and faults
- contributing to the continuous improvement of NMC operations and processes

This is a shift-based role and requires periodic and regular attendance by the NMC staff for morning, afternoon, night as well as weekend and public holiday shifts.

Key accountabilities/functions

- Monitor and manage day-to-day operations of all of the elements of VicTrack fixed and wireless networks on a 24-hour basis.
- Analyse alarms using various operational support system (OSS) components, monitor network thresholds, proactively take preventative action wherever possible according to agreed guidelines to minimise service disruption.
- Implement quality and cost-effective solutions to resolve network and service issues raised.
- Apply the prescribed solutions that meet customer requirements and in particular to do so in a fixed timeframe meeting existing SLAs where applicable.
- Monitor the performance of all elements of the telecommunications network's infrastructure, direct priorities, and correct deficiencies where necessary, create and produce reports.
- Resolve network/service issues, to attempt restoration using pre-defined solutions, and, if not successful, gather relevant information to escalate to the next level of support, either internally or externally (vendor or agent).
- Conduct impact analysis of all network incidents and planned works.
- Contribute to develop and document procedures and processes outlining NMC operations and control, service restoration process as required.
- Take part in and contribute to various process, technology, directional reviews and forums from time to time.
- Ensure that appropriate telecommunications design, operation, installation, change control and maintenance standards are complied with.
- Examine operational requirements, in conjunction with Network Engineering for engineering works and telecommunications facilities to determine appropriate technology and techniques to meet user requirements.
- Take part in network/service issue identification and solution generation with Network Design and Engineering, Network Maintenance and external vendor support (TAC) teams.
- Develop specialised expertise in customer required applications and its associated data communications as a centre of excellence with VicTrack on an ongoing basis.
- Prepare incident summary reports upon resolution of major network incidents.

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

- Diploma/COT in Electronics, Information Technology or Telecommunications Engineering, or extensive and relevant industry experience
- CCNA, JNCIA or similar certifications (Required)
- ITIL Certification (Preferred)

Knowledge and experience

- Commercial experience in monitoring and maintaining services across one or more of the following networks: PDH, SDH, DWDM, IP/MPLS, xDSL and Wireless
- Working in a 24 x 7 operational environment with shift work
- Experience in commissioning of new services
- Experience providing technical support on a broad range of networks and systems
- Experience in delivering quality endorsed documentation
- Exposure to a customer centric, delivery focused environment
- Broad experience in carrier grade telecommunications (desirable)
- Experience in configuring routers/switches/muxes/DSLAMS and Layer 2/3 switch settings for protocols and interfaces (highly desirable)
- Experience in trouble shooting problems on services based on SDH, IP/MPLS, xDSL and wireless networks (highly desirable)
- Experience with Juniper, Cisco, Extreme, Siemens (and other Tier 1) switches/routes/muxes/DSLAMS (desirable)
- Experience with Microfocus, Trivoli NetCool or other similar OSS platforms (desirable)

Skills

- Excellent communication skills both written and verbal
- Ability to tactfully and effectively provide technical guidance on network/service issues with internal and external stakeholders

- Ability to work effectively as a member of a team
- Ability to work autonomously, with minimal supervision
- Ability to organise and manage time, and prioritise incidents, requests and other operational activities to ensure they are completed satisfactorily within agreed timeframes and deadlines
- A motivated self-starter, who uses initiative, takes responsibility and required action to ensure service delivery is of a high quality
- Ability to apply technical skills and knowledge for effective achievement of job tasks
- High level of attention to detail and accuracy in all aspects of work
- Demonstrated ability to communicate clearly, answering questions and explaining requirements while responding to clients/customers and colleagues

Interpersonal and other features

Internal relationships

- Collaborate with Network Design and Operations Engineers when accepting newly designed services and in-problem escalation and resolution
- Interact with colleagues in obtaining information regarding problems and replying to customer queries and solution articulation to network/service faults
- Interact with various technical, commercial, operational and maintenance groups

External relationships

- Have regular interaction with VicTrack Telecommunications customers as requested and determined by the fault severity and the Manager Service Operations
- Interact with customer operational and technical representatives in relation to service/network problem identification and resolution
- May deal regularly with other telecommunications carriers in relation to network interconnect and operation and services purchased through them for on-sold solutions