

Position description

Position title	Change Administrator
Position numbers	200978, 201018
Classification level	C
Group	Telecommunications
Reports to	Change Manager
Location	1010 La Trobe Street Docklands Victoria
Date	January 2024
Tenure	Full-time fixed-term (10 months)

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 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 Change Administrator reports to the Change Manager within the Operations team in Telecommunications.

Budget

N/A

Other

N/A

Purpose of the position

As a key member of the VicTrack Service Assurance team, the Change Administrator participates in the day-to-day administration of VicTrack's ICT Change Management process.

The Change Administrator is instrumental in supporting the change process as part of the management of the network, these activities include:

- administration of change and Permit to Work (PTW) request processes
- active monitoring and approval or rejection of change requests
- root cause analysis of issues and outages related to change requests
- escalation of high risk or high impact change requests
- contributing to the continuous improvement of Service Management and Operations processes.

Key accountabilities/functions

- Manage the change process for day-to-day operations of all the elements of VicTrack's fixed and wireless networks on a 24-hour basis.
- Apply a structured change management approach and methodology for the changes requested, including:
 - analysing change requests using various Operational Support Systems (OSS)
 - assessing the risk and feasibility of changes and escalate to Change Advisory Board (CAB) where applicable
 - implementing a repeatable quality-based solution for change related works and works carried out under a "notification only" process
 - monitoring the performance of all changes to the production environment, correct process deficiencies where necessary, create and produce reports of change executed.
- Be an active and visible coach to managers and leaders who are change sponsors/requestors and provide regular updates/communications to stakeholders.
- Work with project teams to integrate change management activities into the overall Project Management Office (PMO) plan.
- Support the Change Manager by:
 - creating and managing measurement systems to track adoption, utilisation, compliance, and proficiency of individual changes
 - identifying resistance and performance gaps, and working to develop and implement corrective actions to support the change management process.
- Administer and publish the change calendar for ongoing change requests.
- Work with configuration management to ensure all changes record details of impacted configuration items, equipment, and services.
- Take part in and contribute to various process, technology, directional reviews and forums from time-to-time.

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

- Change Management accreditation (desirable)
- ITIL accreditation (desirable)
- Industry Vendor Technical Training (desirable)

Knowledge and experience

- Extensive and relevant change related industry experience
- ITIL Based Change Management
- Exposure to a customer centric, delivery focused environment, and exposure to carrier grade telecommunications
- Experience in delivering quality endorsed documentation

Skills

- Highly developed oral and written communication skills
- Sound analytical skills in problem isolation, resolution generation and network operations
- Knowledge of quality management systems and processes
- A solid understanding of ICT change process, experience with carrier grade networks an advantage
- Experience and knowledge of change management principles and methodologies
- Exceptional communication skills – both written and verbal
- Ability to work effectively at all levels in an organisation
- Excellent active listening skills
- Strong analytic and decision-making abilities
- Must be a team player and able to work with and through others
- Ability to influence others and move toward a common vision or goal

Interpersonal and other features

Internal relationships

- Collaborate with senior management for change escalation and approval advice
- Interact with the Network Management Centre (NMC) in obtaining information regarding risk and solution articulation related to infrastructure, network and service-related change requests
- Interact with various technical, commercial, operational and maintenance groups to assess risk and feasibility of change requests

External relationships

- Have regular interaction with VicTrack customers as requested and determined by the change request process, Change Advisory Board and the Change Manager
- Interact with customer operational and technical representatives for change scheduling and change impacts
- Deal regularly with other telecommunications carriers in relation to network interconnectivity and operation and services purchased through them for on-sold solutions