

Position description

Position title	Network Operations Engineer
Position numbers	200261, 200262, 200263, 200264, 200265, 200266, 200267, 200448, 201016
Classification level	D
Group	Telecommunications
Reports to	Operations Engineering Manager
Location	1010 La Trobe Street Docklands Victoria
Date	August 2024
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, 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 Network Operations Engineer reports to the Operations Engineering Manager. The role has no direct reports.

Budget

N/A

Other

The Network Operations Engineer has delegations of authority for Engineering as detailed in the VicTrack Delegations Policy for Project and Team Managers in the Telecommunications Group.

Purpose of the position

Network Operations Engineers are the highest level of technical escalation within the VicTrack Telecommunications Group. This position has the authority for reviewing and approving network design and architectural changes before being implemented. They are also responsible for testing and evaluating new products and technologies that will be integrated into VicTrack's Telecommunications Network.

Network Operations Engineers are required to proactively identify and resolve any issues, which may potentially impact customer services and to minimise networks and services down time. They are required to undertake highly technical preventative maintenance tasks to ensure the telecommunications network is in an optimal operational state.

This position may be requested to be available in 24/7 tier 3 technical support and is responsible for maintaining the network in optimal operational state to meet 99.99 per cent uptime as part of the Customer Contractual Agreements.

Key accountabilities/functions

The responsibilities of the role include, but are not limited to:

- Ensure that the appropriate telecommunications operation and maintenance standards are developed, maintained and executed to meet Australian Communication Media Authority (ACMA) regulations and VicTrack standards.
- Manage the planning, coordination and implementation process of complex network maintenance and construction changes adhering to a predefined ITIL (Information Technology Infrastructure Library) change management framework. The process includes liaising with internal staff and vendors to ensure no financial impact and seamless customer day-to-day business operations are not impacted.
- Execute complex technical investigations to resolve high-priority incidents and problems impacting VicTrack telecommunication infrastructure and public transport services in order to meet and exceed service level agreements. These services include, but are not restricted to, rail signalling, radio communication, CCTV, voice and data services.
- Assist with type approval testing for approval of new hardware and participate in the rollout of software upgrade programs.
- Recommend technical solutions to strategy, design, NMC (Network Management Centre) and network delivery teams to ensure the most cost effective, robust and scalable networks are deployed to meet and exceed network availability targets.
- Work with stakeholders in the development and maintenance of VicTrack standards and specification requirements from business level to asset level.
- Deliver in-depth technical expertise and specialised training to other telecommunication departments to ensure best practice is followed and customer requirements are met.
- Develop technical procedures and documentation explaining network element functionality, features and configurations assuring continuity of engineering standards.
- Manage high-level technical issues between VicTrack and suppliers, carriers and vendors to ensure appropriate network device compatibility and functionality.
- Execute reviews and approve network design and architectural changes before implementation to confirm most cost effective and appropriate solution. Take responsibility for the sign-off and acceptance of new services on existing networks.

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

- Bachelor's degree or higher related to Telecommunications or Computer Engineering
- Vendor Certifications – Current CCNA or JNCIA (Mandatory), CCNP or JNCIP highly preferred

Knowledge and experience

Mandatory

- Extensive industry experience in a Telecommunications carrier or enterprise environment
- Proven hands-on experience (5 years +) with Cisco, Juniper switches, routers and Firewalls in large enterprise, commercial or carrier networks
- Understanding of ITIL and formalised change management processes
- Experience in configuring and troubleshooting MPLS technologies including seamless MPLS, FRR, RSVP, LDP, L3VPN, VPLS and Pseudo wires on carrier networks
- Experience in QoS/CoS configuration and troubleshooting in large enterprise, commercial or carrier networks for VOIP, video services
- Experience in Operation Support System (OSS), Network Management System (NMS) and Element Management System (EMS) for managing IP/MPLS networks and network security
- Experience in the configuring and troubleshooting of rail signalling, CCTV, SCADA and PIDS Services over IP networks
- Knowledge of VicTrack's Telco WAN networks and products

Desirable

- Experience in network planning and design in carrier grade telecommunications networks
- Working knowledge of Digital Train Radio System (DTRS) and Melbourne Underground Rail Loop (MURL) radio networks
- Working knowledge of Regional Rail Communications Network and ACOM management system
- Experience in Wireless networks including Radio HF, UHF, WiFi, Digital Microwave, Mobile Network – GSM/GSMR, UMTS/3G, LTE and Satellite
- Experience in IP/MPLS, xDSL and Wireless Networks
- Knowledge of Telco Network, Data centre and rail environments
- Knowledge or awareness of the *Telecommunications Act*
- Sound knowledge in network planning and design
- Knowledge in quality assurance, management systems and processes
- Working knowledge of Extreme Networks switches
- Working knowledge of NSN DSLAM, RuggedCom routers and Wolverine Ethernet Extender
- Experience with Cisco TACACS, HP Openview, HP NAS, Splunk, Cacti, ConnectMaster, VQSM, Shell and Python, Perl language

Skills

- Skilled at managing projects or programs
- Demonstrated ability to deal with a wide variety of stakeholders, customers and other interested parties in a sensitive and intelligent manner
- Excellent problem solving and troubleshooting skills in resolving network and customer service faults
- Excellent written and verbal communication skills in English, with the ability to influence others with technical proposals

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments
- Public transport operators
- Carriers and vendors (Cisco, Juniper, Extreme Networks, Nokia Siemens among others)
- Subcontractors