

Position description

Position	Senior IT&D Project Delivery Lead
Position number	201148
Classification Level	Technical Specialist
Group	Corporate Services
Reports to	Senior IT&D Project Manager
Location	1010 La Trobe Street Docklands 3008
Date	November 2025
Tenure	Full-time fixed term (6 months)

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 the Office of the Chief Executive, Corporate Services and Strategy & Transformation.

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 IT&D Project Delivery Lead reports to the Senior IT&D Project Manager.

Direct reports: NIL

Budget: Agreed project budgets.

Purpose of the position

The Senior IT&D Project Delivery Lead is responsible for leading and managing assigned IT&D projects from initiation through to closure, ensuring delivery within agreed scope, timeframes, budgets, and quality standards. The role provides leadership, governance, and direction across high-profile and business-critical initiatives, including Hyper-converged Infrastructure refresh and migration programs, network upgrades, desktop device and SOE rollouts, and enterprise application projects.

All IT&D Project Managers and Delivery Leads manage project teams, coordinate with stakeholders and resource managers, manage risks and issues, and report on project status and performance to their stakeholder groups. In this capacity, the Senior IT&D Project Delivery Lead ensures that technology solutions are successfully implemented, embedded into operations, and aligned with organisational objectives.

Key accountabilities/functions

- Adopt and promote consistent project management practices and tools in line with the VicTrack Project Management Framework to drive successful technology project outcomes across IT&D.
- Oversee demand and capacity management to allocate appropriate resources to each project, and provide ongoing leadership and support to project managers and team members, all of which ensure projects are efficiently managed, meet organisational objectives, and deliver value for stakeholders.
- Develop comprehensive project management plans (PMP), including detailed schedules, budgets, resource allocations, and supporting artifacts, ensuring a structured approach to project delivery. Leading project kick-off meetings, to ensure all team members are fully briefed on the proposed project objectives, plan and schedule. This approach ensures projects are set up for success, with clear direction, effective coordination, and robust governance.
- Manage high-profile IT&D projects with visibility at department level, cross-business and cross-agency, up to \$10m budgets, which support internal services and critical train operations. Manage multiple project teams consisting of middle managers, technical resources, business analysts, functional analysts and testers.
- Manage and collaborate with project stakeholders to establish solution requirements, quality expectations, governance and reporting, thereby aligning project objectives with organisational needs. Establish and facilitate project steering committee meetings and seek timely decisions or endorsements to ensure stakeholders are informed and project outcomes meet expectations.
- Manage internal stakeholder relationships with VicTrack Board, Committees and Executive, including preparing and presenting relevant project reports and papers. Manage external customer and senior government stakeholders including Department of Transport (DTP), V/line, and Metro Trains.
- Work alongside procurement to source necessary services, hardware, and software, and then negotiate and formalise contracts with vendors, suppliers, and third-party resources to secure the right capabilities for project success.
- Execute, manage, monitor, and report on project progress by delegating tasks to team members, forecasting roles and resource requirements, and carefully scheduling and tracking resource effort against project tasks. This involves balancing resource capacity with project priorities through effective time management, which helps achieve project milestones and maintain momentum.

- Manage the project schedule, quality standards, issues, and risks, and track actual project costs against the approved budget, to ensure projects remain on track, on budget and within scope. Clearly communicate the project status through regular reporting and presentations to ensure transparency and keep all stakeholders informed.
- Manage vendor resources and track their deliverables against requirements and agreed timeframes, as well as leading all testing, deployment, training, go-live, operational hand-over, change management and project closure activities, ensuring all aspects of project delivery are comprehensively managed. This structured approach ultimately drives the project towards its goals, delivers value to the organisation, and meets stakeholder expectations.

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

- A bachelor's degree or diploma in information technology (IT), computer science, software engineering, information systems, cybersecurity, data science or a related technology field is mandatory.

Certification of one or more of the following project management frameworks is mandatory:

- **PRINCE2** certification from Axelos and/or
- **PMP** (Project Management Professional) certification from the Project Management Institute (PMI) and/or
- **Agile or Scrum** certification from various organisations, such as Scrum Alliance, Scrum.org, or International Consortium for Agile

Knowledge and experience

- A minimum of five years' experience as an IT Project Manager, managing multiple complex IT projects, such as infrastructure, software engineering/development/deployment, systems integration, cloud, and solution development/deployment, preferably in a large and complex organisation.
- Experience in managing hyper-converged infrastructure (HCI) projects is mandatory, including familiarity with leading HCI platforms such as VMware vSAN, Nutanix, or Cisco HyperFlex.
- Strong understanding of the integration and management of virtualised environments, computing, storage, and networking within HCI frameworks is mandatory.
- Proven ability to oversee the migration between hyper-converged environments, ensuring minimal disruption and optimal performance.
- Proven experience in designing, deploying, and managing complex network infrastructure projects, including LAN, WAN, WLAN, and VPN solutions is mandatory.
- Strong knowledge of network protocols, routing, and switching, with ideally hands-on experience configuring and managing network devices.
- Experience utilising an industry recognised project management framework.
- Experience and knowledge managing the full project lifecycle, from initiation, planning, execution, monitoring and control, to closure and handover.
- Experience managing multiple and concurrent IT projects, with varying degrees of complexity, scope, budget and duration.
- Experience managing project stakeholders, including senior management, business users, IT staff, vendors, contractors, etc.
- Experience managing project risks and issues, including identification, analysis, mitigation, escalation and resolution.
- Experience managing project quality, including defining and implementing quality standards, metrics, processes and audits.
- Experience managing project communication, including developing and executing communication plans, preparing and delivering project reports and presentations, and facilitating project meetings and workshops.
- Experience and knowledge of effectively managing project change, including assessing and approving change requests, managing change impacts, and ensuring change readiness and adoption.
- Experience managing project resources, including planning and allocating human, financial, material and technical resources, as well as managing project procurement and contracts.
- Experience and knowledge of using common PPM tools such as Broadcom Clarity, Microsoft Project, Microsoft Planner, Jira, Excel and PowerPoint.

Skills

- Excellent organisational skills and the demonstrated ability to respond to changing priorities and demands
- Highly organised and able to prioritise conflicting deadlines and manage the expectations of others
- Well-developed interpersonal skills with the ability to effectively work and engage with all levels within the business
- Excellent verbal, written and presentation skills
- Ability to effectively manage project schedules, quality, issues and risks

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Subcontractors
- Carriers and vendors