

Position description

Infrastructure Officer - Facilities

Position title	Infrastructure Officer - Facilities
Position number	200863
Classification level	C
Position type	Permanent
Group	Telecommunications
Division	Operations
Reports to	Facilities Maintenance Supervisor
Usual place of work	1010 La Trobe Street, Docklands / Gertrude Street, Fitzroy
Date	September 2026
Conditions	Full-time (flexibility will be considered)

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, 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, buildings 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 business is made up of specialist groups including Innovation, Assets Optimisation & Technology, Property and Telecommunications. These are supported by groups that provide strategic, financial and operational services to the organisation.

About the group

This position is based in **Telecommunications**.

VicTrack's telecommunications infrastructure underpins Victoria's transport network enabling safe, reliable, and connected services across the state.

Our Telecommunications Group designs, delivers, and manages this critical infrastructure, ensuring strong network performance while supporting the successful delivery of major transport projects for the state.

We also work closely with our customers and partners to create commercial value, providing a range of tailored telecommunications solutions that meet the evolving needs of Victoria's transport system and government customers.

About this position

Reporting relationships

The Infrastructure Officer – Facilities will report to the Facilities Maintenance Supervisor.

Delegations / Budget

N/A

Purpose of the position

The Infrastructure Officer – Facilities is responsible for ensuring that all telecommunications and network facilities – at all data centres, communications equipment rooms, including telecommunication infrastructure – are maintained in accordance with VicTrack and statutory and/or legislative requirements.

This position is responsible for developing initiatives to increase performance and cost efficiencies and will also review and recommend enhancements to existing maintenance practices. In addition, the position will conduct site inspections and audits across VicTrack's Telecommunications infrastructure as directed.

Key accountabilities/functions

- Ensure the continuous and reliable operation of VicTrack's Telecommunications facilities and network infrastructure:
 - Provide subject matter expert advice, consultation, and reviews across all aspects of Telecommunications Facilities.
 - Manage upgrades, maintenance activities, and other directed works related to Telecommunications Facilities.
 - Contribute to the development and implementation of best practice standards, policies, and procedures for physical site access and security management.
 - Design and recommend facilities improvement in conjunction with the annual budgets related to facilities maintenance.
 - Identify, assess, and report on risks associated with facilities operations.
- Manage financial and contractual aspects of vendor support and maintenance agreements, ensuring compliance with budget, policy and VicTrack quality standards.
- Conduct and report on supplier and maintenance contract performance, ensuring alignment with VicTrack business requirements.
- Respond promptly to incidents, ensuring timely repair and restoration of services.
- Ensure compliance with Health, Safety and Environment (HSE) and risk management policies and procedures.
- Develop and recommend process improvements and methodologies to enhance cost efficiency and operational effectiveness.
- Monitor environmental and logical alert systems which may include after hours call-outs, responding appropriately and recommending improvements where necessary.
- Undertake higher duties when requested, supporting broader team and organisational objectives.
- In line with Section 31A of the *Public Administration Act 2004* (Vic) other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

1. Experience in facilities management within a telecommunications environment
2. A demonstrated understanding of telecommunication environments such as data centre facilities, telecommunication infrastructure and equipment rooms, including but not limited to power supplies, power distribution boards, generators, switchgear, UPS systems, chillers, air handling units, fire protection and environmental management systems and also tower and tower infrastructure
3. Experience with incident, problem and change management practices
4. Knowledge of quality assurance systems and processes
5. Knowledge or awareness of the *Telecommunications Act*

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 your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

1. A relevant tertiary qualification or appropriate technical qualification (highly desirable)
2. Current Victorian Driver's Licence (mandatory)
3. Experience in facilities management within a telecommunications environment
4. A demonstrated understanding of telecommunication environments such as data centre facilities, telecommunication infrastructure and equipment rooms, including but not limited to power supplies, power distribution boards, generators, switchgear, UPS systems,

chillers, air handling units, fire protection and environmental management systems and also tower and tower infrastructure

5. Experience with incident, problem and change management practices
6. Knowledge of quality assurance systems and processes
7. Knowledge or awareness of the *Telecommunications Act*

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Telecommunication providers
- Government departments
- Transport sector customers
- Rail operators
- Construction and maintenance vendors, consultants, service partners and providers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

This position may be required to provide on-call support in case of emergencies or other after-hours site issues. This may include, but is not limited to, attendance on-site for planned maintenance or activities, faults and service restorations, disaster recovery testing and project work.

Why work for VicTrack?

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

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:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.