

Position description

Network Management Centre Operator

Position title	Network Management Centre (NMC) Operator
Position number	200946
Classification level	A
Position type	Permanent
Group	Telecommunications
Division	Operations
Reports to	Network Management Centre (NMC) Team Leader
Usual place of work	1010 La Trobe Street, Docklands
Date	September 2026
Conditions	Full time (flexibility will be considered) Special hours: Shiftworker

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 NMC Operator reports directly to the Network Management Centre (NMC) Team Leader.

Delegations / Budget

N/A

Purpose of the position

As a key member of the VicTrack Network Management Centre's (NMC) Security Desk, the NMC Operator is responsible for VicTrack infrastructure security and monitoring. The position also provides monitoring services to transport customer CCTV at stations, logging and actioning level crossing faults and recording and reporting bridge strikes.

This position ensures incoming and outgoing calls are handled in an efficient and effective manner, these may include calls from internal and external clients. The NMC Operator is responsible for delivering a high standard of service to VicTrack and its customers.

The NMC provides a 24-hour, seven days a week service (including weekends and public holidays). The NMC Operator will be required to work a rotating shift roster.

Key accountabilities/functions

- Monitor security systems at all VicTrack infrastructure sites.
- Log faults and report service failures, ensuring faults are processed with all relevant information.
- Implement quality and efficient solutions to resolve customer service issues.
- Contribute to various process, directional reviews and forums from time-to-time.
- Administer the Lone Worker procedure and related calls.
- Prepare Permit to Work (PTW) for external parties and submit to change management.
- Monitor approved customer monitoring systems and report incidents to relevant customers and police where necessary.
- Log and report level crossing faults and bridge strikes.

- Handle security and operational calls as the first point of contact, directing public and internal enquiries to the appropriate teams to support overall network continuity and safety.
- 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

- Ability to communicate clearly and effectively, both verbally and written
- Actively seeks to meet customer needs
- Well-developed interpersonal skills and an ability to maintain a pleasant approach to stressful situations
- Confident decision-making is essential as the NMC is a 24-hour operation and therefore the Supervisor is not always available
- Awareness and understanding of dealing with matters of a confidential and sensitive nature
- Ability to work within a structured framework
- Possess self-motivation and a high degree of ingenuity
- Cooperates and works well with others in the pursuit of team goals
- Able to quickly adapt to changes in work practices and procedures
- Works independently and confidently across all supported applications and administrative processes, maintaining high performance and accountability during rotating weekend and night shifts

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

- Qualifications in Customer Service (desirable)
- Proven experience in an administration/call centre environment (desirable)
- Able to operate telephony call queuing software systems
- Knowledge of telecommunications equipment (desirable)
- Ability to work 24/7-365 shift roster including weekends and public holidays
- Medium to advanced skills in Microsoft Suite of products e.g. Word, Excel, Office Outlook
- Proven ability to learn new software packages (desirable)
- Knowledge of the Victorian public transport system (desirable)

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers
- Department of Transport and Planning (DTP)
- General public
- Rail transport operators
- Other telecommunications carriers

Ordinary hours of work

This position will be required to undertake shift work which will include as part of a regular pattern or roster cycle Saturday, Sunday, public holiday, and/or afternoon/night shifts

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.