Position description

Network Operations Engineer - Radio

Position title	Network Operations Engineer - Radio
Position number	201331
Classification level	D
Position type	Permanent
Group	Telecommunications
Division	Operations
Reports to	Operations Engineering Manager
Usual place of work	1010 La Trobe Street, Docklands
Date	October 2026
Conditions	Full time (flexibility will be considered) Special hours: on call roster including public holidays, weekends and planned overtime

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 Network Operations Engineer - Radio reports to the Operations Engineering Manager.

Delegations / Budget

N/A

Purpose of the position

The Network Operations Engineer - Radio provides technical support and is responsible for the operational integrity, performance and reliability of VicTrack' s radio communications infrastructure. This role acts as technical escalation within Operations and provides operational support across multiple areas of business such as fault management, change management, network optimisation and delivery of projects associated with VicTrack radio networks. The engineer will support technical investigations and ensure all radio network services continue to meet operational, customer, regulatory and performance requirements.

The role is expected to identify and mitigate risks, minimise service disruptions, support technical troubleshooting activities, and maintain the network in an optimal operational state.

This position may be requested to be available in 24x7 Tier 3 technical support and participate in incident management activities.

Key accountabilities/functions

- Technical escalation points for complex radio network faults, incidents, and performance issues.
- Provide operational support for mission-critical radio communication systems.
- Carry out technical root cause analysis (RCA) investigations and assist with permanent corrective actions.
- Develop and maintain operational engineering procedures, technical documentation and performance reports.
- Assist in projects as technical authority for radio network operational readiness and handover.

- Analyse and optimise radio frequency (RF) network performance, coverage, capacity, and interference management.
- Investigate and resolve RF performance degradation and service-impacting issues.
- Define and track operational KPIs, service availability metrics, and reliability objectives.
- Provide initiatives to improve network resilience, redundancy and operational efficiency.
- Participate in emergency response and disaster recovery activities as required.
- Act as technical approver within the change management process, review technical implementation plans, risk assessments, rollback procedures, and change impacts.
- Support planned maintenance activities during out-of-hours maintenance window when required.
- Support network modernisation initiatives and technology refresh programs.
    - Support the VicTrack wireless systems including Distributed Antenna Systems (DAS)
    - UHF radio networks
    - 1800 MHz Digital Train Radio Systems (DTRS)
    - Radio backhauls systems
- Support mission-critical communications for train control operations.
    - Network operations centres
    - Emergency communications
    - Station communications
    - Tunnel communications
    - Maintenance and operational staff communications
- 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. Minimum five years hands-on experience in radio engineering – network design, network operations for critical communications environments.
2. Demonstrated experience in Level 3 technical support, incident investigations, complex fault resolution and/or root cause analysis including working under pressure.
3. Demonstrated experience in IBC/DAS implementations, coverage analysis, maintenance and optimisation.
4. Strong understanding of RF communications systems and propagation principles.
5. Demonstrated experience in technical report writing.

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. Bachelor's Degree in Telecommunications Engineering, Electronic Engineering, Network Engineering or equivalent discipline
2. Minimum 5-year hands-on experience in radio engineering – network design, network operations for critical communications environments
3. Demonstrated experience in Level 3 technical support, incident investigations, complex fault resolution and/or root cause analysis including working under pressure.
4. Demonstrated experience in IBC/DAS implementations, coverage analysis, maintenance and optimisation
5. Strong understanding of RF communications systems and propagation principles
6. Demonstrated experience in technical report writing.

Other position-specific requirements (desirable)

- Relevant vendor certifications (Motorola, Tait, Nokia, Ericsson, Cisco, Juniper).
- Experience in reviewing and assessing radio design changes and supporting implementation activities.
- Experience in managing vendor relationships and technical escalations.
- Technical experience in areas of RF engineering principles including mobile networks – GSM/GSMR, LTE and satellite, Wi-Fi networks, mission critical networks and relevant technologies (i.e. DTRS, P25 and DMR).

- Familiar with:
    - IP network technologies supporting radio infrastructure
    - Radio dispatch and control room solutions.
- Experience supporting telecommunications networks within the rail, transport, public safety, utilities, or critical infrastructure sectors.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

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

This position will be required to work on on-call rosters which will includes part of a regular patterns or roster cycles - Saturday, Sunday, public holiday, and/or afternoon/nights.

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.