Position description

Technical Officer Field Operations (DAS)

Position title	Technical Officer Field Operations (DAS)
Position number	200743, 201329, 201330
Classification level	Level C
Position type	Permanent
Group	Telecommunications
Division	Operations
Reports to	Team Leader Field Operations
Usual place of work	1010 La Trobe Street, Docklands
Date	November 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 Technical Officer Field Operations (DAS) reports to Team Leader Field Operations.

Delegations / Budget

N/A

Purpose of the position

The Technical Officer Field Operations (DAS) is responsible for the inspection, maintenance, fault diagnosis, repair, testing, commissioning, and performance optimisation of Distributed Antenna Systems (DAS) and associated radio communications infrastructure within Melbourne's underground rail environments as well as radio towers across Victoria.

The role supports critical operational and communications services, ensuring availability, reliability, and compliance of the following radio technologies including but not limited to:

- 400 MHz Emergency Services Radio Network (000)
- 1800 MHz Digital Train Radio System (DTRS)
- Public Mobile Network Operator (MNO) services including 4G and 5G

Key accountabilities/functions

1. **Maintenance and asset management**
    - Perform preventative, corrective, and reactive maintenance on DAS, tower and radio communication systems, including those located in a tunnel environment.
    - Conduct scheduled inspections and condition assessments of communications assets.
    - Maintain system availability and performance in accordance with service level agreements and maintenance standards.
    - Support lifecycle replacement and upgrade programs for communications equipment.
    - Complete maintenance records, work orders, and asset documentation using enterprise asset management systems.

2. Fault finding and repairs

- Diagnose and repair faults across the following, including but not limited to:
  - DAS head-end equipment
  - Fibre optic transmission systems
  - Radio frequency (RF) repeaters and remote radio units
  - Base station interfaces
  - Antennas, feeders, splitters, couplers, and combiners
  - 400 MHz emergency services network equipment
  - 1800 MHz DTRS radio infrastructure
  - MNO 4G and 5G services
- Analyse alarms, logs, and performance data to identify root causes of failures.
- Escalate complex faults to engineering or vendor support where required.
- Restore services safely and efficiently to minimise operational impact.

3. Testing and commissioning

- Perform RF testing, verification, acceptance testing, and commissioning activities.
  - Signal level measurements
  - Passenger Intermodulation (PIM) testing
  - Return loss testing
  - Fibre optic testing
  - Coverage verification testing
  - End-to-end communications testing
- Produce test reports and commissioning documentation.

4. Documentation and reporting

- Maintain accurate records of maintenance, fault investigations, and repairs.
- Update network diagrams and asset information.
- Prepare technical reports and recommendations.
- Contribute to continuous improvement initiatives.

5. Other duties

- 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. Extensive field experience with Distributed Antenna Systems and Tower Systems:
   - 400 MHz radio systems
   - 1800 MHz LTE/DTRS systems
   - 4G/5G technologies.
2. Strong understanding of RF communications systems and propagation principles.

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. Certificate IV, Diploma, Advanced Diploma, or Degree in Telecommunications or equivalent (desirable)
2. 10+ years' experience in DAS and RF systems, preferably in tunnel or underground environments (mandatory)
3. 10+ years' experience with radio tower systems (mandatory)
4. Current Victorian Driver's License

Other position-specific requirements (desirable)

- First Aid (Level 2) Certificate
- Vendor RF or DAS certifications
- Fibre optic accreditations
- Railway communications experience
- Electrical spotter qualifications
- Rigging qualifications
- High-risk work licence

- Experience with iBwave

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 rosters, undertake field shift work which will includes 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.