Join our Team of Network Control Officers

Queensland Rail's Rail Management Centre Benefits of being a Network Control Officer

As a Network Control Officer, you will play a pivotal role in keeping our extensive South East Queensland rail network running safely and efficiently, ensuring smooth operations. You will be part of a dynamic team of professionals who are passionate about delivering exceptional service to customers and maintaining the safety integrity of the railway system.

Network Control Officers work behind the scenes and are responsible for maintaining the safe separation of train services via a sophisticated system of software, interlocking and in-field signalling equipment.

The Rail Management Centre is a state-of-the-art control room responsible for coordinating over 8,392 train services a week from the centre of Brisbane, south to Beenleigh and Robina on the Gold Coast, north to Ferny Grove, Shorncliffe, Doomben, Caboolture and Gympie, east to Cleveland and west to Ipswich and Rosewood. The Citytrain network covers more than 740km of track and encompasses 146 stations.

Network Control Officer Duties

As a Network Control Officer, you will be responsible for overseeing and coordinating train movements via software, managing incidents, providing access to the track for maintenance, and communicating with various stakeholders, including train drivers, station staff, infrastructure personnel, and other Network Control Officers.

You will work in a fast-paced environment, making quick decisions, and utilising your excellent communication problem-solving skills to ensure the smooth flow of train services. The Network Control Officer must apply complex rules and procedures to all tasks performed ensuring the safety of the traveling public, our co-workers, rollingstock and infrastructure.

Day to day responsibilities

Monitor train movements and track occupancy in real-time using state-of-the-art control systems.

Coordinate train movements and schedule changes to optimise train service delivery.

Respond to and manage incidents such as delays, disruptions, and emergencies, and take appropriate actions to ensure a safe recovery.

Communicate effectively with train drivers and guards, rail traffic crew, station staff, infrastructure personnel, and other network control officers to ensure seamless resolution of issues.

Analyse data and use operational insights to continuously improve the SEQ rail network performance.

Remain calm and composed under pressure, managing stress effectively in a high-stakes environment.

Demonstrate excellent problem-solving skills, making sound decisions quickly and accurately.

Engage in effective task switching, juggling multiple responsibilities and priorities simultaneously.

Collaborate closely with team members and other stakeholders to ensure a cohesive and coordinated approach to train network management.

Becoming a Network Control Officer

Controlling Queensland Rail's network is all about logistics and there's a lot to learn. Queensland Rail provides a 18-week intensive classroom-based course for successful applicants. The days during the course consist of a 50/50 ratio of theory and practical based learning. The training takes place in a modern, purpose-built training facility with access to highly experienced trainers, classroom facilities, and state-of-the-art simulators. Trainees will also develop their non-technical skills with a focus on:

- Strong communication skills, both verbal and written, with the ability to convey complex information clearly and concisely.

- Excellent problem-solving skills, with the ability to analyse situations quickly and make informed decisions.

- Ability to build resilience, manage stress effectively and remain calm under pressure.

- Strong ability to work collaboratively in a team-oriented environment.

- Strong organisational skills and the ability to multitask effectively.

After graduating as a Trainee Network Control Officer

Once a Trainee Network Control Officer has successfully completed the classroom-based course

- 24/7 shift work will commence, working a 9 day fortnight
- Auxiliary roles in the RMC will be learned – Mayne Control Assistant and Freight Facilitator
- Learning a first control board is expected to be completed within 12 months of commencing the school
- Once a Network Control Officer has learned an auxiliary role or any of the 10 control boards, rostering will include working any of these roles with qualifications held.
- A Network Control Officer may rotate through these various roles, in accordance with rostering requirements and enterprise bargaining agreements
- Assessments will be conducted to confirm competency in each role and control board

Benefits of being a Network Control Officer

- Fully paid training
- Generous remuneration upon completion of training and auxiliary roles
- State-of-the-art control room with sitting/standing desks, quiet room, modern kitchen facilities, onsite car, motorbike, and bicycle parking
- Opportunities for advancement and upskilling
- Flexible work arrangements
- Rewarding career
- Central work location at Bowen Hills
- Free rail travel to and from work

So, if you are a team player, a great communicator, an excellent problem solver, and thrive in a fast-paced environment, we would love to hear from you! Join us in this exciting and rewarding career as we work together to deliver outstanding service to our customers in a world class railway.