

# Position Description



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|--------------------------|--|
| Position Title           | <b>Fault Coordinator</b>               |
| Position No              | 00074261                               |
| Delegation Level         | 007                                    |
| Job Designation          | Network Technician (Test Room)         |
| Organisational Unit      | Telecommunications Operational Centres |
|                          | SEQ Assets                             |
| Work Centre              | Brisbane                               |
| Position Type            | Temporary                              |
| Rail Safety Worker       | Yes                                    |
| Medical Fitness Standard | NHS Cat 3 ATTP                         |
| Performance Plan Type    | Team Member - PPR                      |
| Shiftworker              | Yes 7 Day Worker                       |
| Classification (Range)   | ET3 .3 - ET3 .3                        |
| Pay Scale Type           | Network E & T                          |
| Reports to Position      | Coordinator Telecomm Ops Centres       |

## QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together  
Treat others with respect - We appreciate everyone's contributions and differences  
Empower our people - We have confidence in our people  
Act Safely - We work safe, to go home safe  
Make a positive difference - We learn from today, to improve tomorrow

## Position Purpose

Maintain the effective performance of the Operational Systems Network by monitoring and testing of systems, identifying faults and irregularities, coordinating the rectification of service outages and reporting on the performance of the network.

## Position Responsibilities

1. Monitor the performance of the Operational Systems Network constantly and identify and investigate faults, irregularities and potential system and service difficulties.
2. Provide a proactive response and effective coordination and/or rectification to system faults thus minimising train delays and/or customer impact.
3. Ensure out of hours faults and customer enquiries that are diverted from other Queensland Rail regions are effectively managed.
4. Coordinate testing of back up systems to ensure their effective operation and interruption to services are minimised.
5. Perform moves and changes to system configuration and preventative maintenance tasks as scheduled.
6. Communicate clearly and effectively with field staff to ensure safe and reliable operation of the Operational Systems Network and liaise with train controllers, supervisors from other sections and external authorities as required.
7. Maintain the input of information accurately in the Fault Recording system and the Network Management System and produce reports on system performance and systems investigations as required.
8. Develop and maintain documentation regarding system configuration and system testing procedures.

# Position Description



## Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;
- Operate in an autonomous manner within policy guidelines by exercising initiative and independent judgement;
- Work without direct supervision;
- Work scheduled shifts including weekends and public holidays;
- Work outside scheduled shifts as required;
- Be available for overtime and stand by duties as required;
- Undertake further training considered necessary for the safe and effective performance of duties associated with this position.

The appointee will be required to:-

- Operate in an autonomous manner within policy guideline by exercising initiative and independent judgement;
- Work without direct supervision;
- Work scheduled shifts including weekends and public holidays;
- Work outside scheduled shifts as required;
- Be available for overtime and stand by duties as required;
- Undertake further training considered necessary for the safe and effective performance of duties associated with this position;
- Observe all safety and legal obligations of the organisation.

## What is the key selection criteria

1. Substantial skill in analysing electronic data and information to confirm correct system operation and provide a timely response to faults.
2. Substantial knowledge of railway operations, the telecommunications network configuration, systems and equipment and the relevant operational standards and procedures.
3. Substantial skill in the maintenance and repair of telecommunications systems and equipment.
4. Substantial interpersonal, written and oral communication skills with an emphasis on customer service.
5. Substantial skill in the operation of computer based data and software systems.
6. Sound skill in establishing and documenting work procedures.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

## Pre-employment Checks:

Not Applicable

## Pre-employment Qualifications:

### What qualifications do I need to hold prior to applying for the position?:

40011590 ACMA Open Cabler Registration  
20300281 Nat Drv Lic C (Qld A < 09.04.96)  
40004983 Telecomms Technician - Trade Cert

## Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

# Position Description



## **Personal Protective Equipment needs:**

Head and Face protection  
Eye Protection  
Hearing Protection  
Hand Protection  
High Visibility Clothing  
Safety Footwear  
Sunscreen SPF 15+

## **Safety Publications**

QR Electrification Safety Booklet  
QR Weekly Notice  
Your Health (Newsletter)  
C.E.O.'s Safety Statement  
C.E.O.'s General Safety Rules

## **Please Note:**

Queensland Rail has a random alcohol and other drug testing program.  
Testing can occur anywhere, at any time, on any day.