

Position Description



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| Position Title | Onboard Customer Service Systems Coordinator |
| Position No | 00074595 |
| Delegation Level | 005 |
| Job Designation | Coordinator |
| Organisational Unit | Operational Services Regional Operations |
| Work Centre | Brisbane |
| Position Type | Permanent |
| Rail Safety Worker | No |
| Medical Fitness Standard | Refer to relevant business instructions. |
| Performance Plan Type | Team Member/Tech Prof |
| Shiftworker | No |
| Classification (Range) | AS4 .1 - AS4 .4 |
| Pay Scale Type | ASPT |
| Reports to Position | Manager Operational Services |

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

Coordinate the maintenance of all aspects of the onboard equipment for Queensland Rail Long Distance Services including asset tracking, back of house program ownership and ongoing product enhancement.

Position Responsibilities

1. Coordinate the maintenance, repair, and replacement of onboard assets, equipment and technology to maximise useful life, ensuring warranty compliance, and suitability for onboard operations.
2. Support the maintenance/updates of associated back office software and processes for all on train equipment.
3. Build and maintain collaborative relationships with relevant internal and external service providers to ensure the reliable, efficient, effective and safe operation for all on train equipment.
4. Manage all documentation relevant to onboard technology equipment and assets including but not limited to warranties, test certificates, manuals, and maintenance procedures.
5. Administer and maintain asset tracking tools for all onboard equipment and technology.
6. Work autonomously to conduct problem analysis and achieve a timely resolution including access to train consists to effectively service all onboard equipment across the long distance fleet.
7. Assist with the development of training material and training delivery to Onboard Customer Service staff.
8. Assist Onboard Customer Service staff in defining issues with Onboard equipment, consulting with the Manager Operations on maintenance, future equipment planning and sourcing strategies consistent with Queensland Rail and Government policy.

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;

What is the key selection criteria

1. Substantial level of skill in coordinating equipment maintenance.
2. Substantial level of skill in maintaining and improving back office programs and asset management programs.
3. Substantial level of skill in managing internal and external stakeholder relationships.
4. Substantial level of interpersonal, written and oral communication skills to deliver service plans with the ability to influence and drive outcomes.
5. Substantial level of skill to effectively manage time and resource planning to meet tight deadlines.
6. Substantial level of skill working in an autonomous environment.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

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.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

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