

Join our Team of Network Control Officers

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

As a Network Control Officer, you will play a pivotal role in keeping our extensive Southeast 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 an 18week 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.

Recruitment Process

Initial application review - Upon receipt of your application, our initial review will assess your eligibility to work in Australia and your suitability for the role's physical location. This ensures we're considering candidates who meet the essential requirements and can legally work within the Australian employment framework

Video Screening and Psychometric Assessment - If your application is successful, you will be invited to the next stage of the recruitment process. This will include a video interview where you will be asked some simple questions to help us learn more about you and your suitability for the role. Our third party vendor, Vieple, will send you a link to complete this via.

You will also be asked to complete an online psychometric assessment. This is designed to help us gain a better understanding of your traits and behaviours and how they align to the role of a Network Control Officer. Utilised the services of Talegent to undertake these assessments. Talegent will send you a link to access the assessments.

Safety Critical and Work sample - The Network Control Officer role is categorised as a safety-critical role at Queensland Rail, and as such, you'll be asked to complete in-person psychometric assessments. These tests are designed to measure specific abilities that are essential for ensuring the safety of both the railway and the public.

We allocate approximately two and a half hours for completion of these assessments, and they are held in a dedicated testing room that can accommodate up to 15 people at a time.

Once you have completed the psychometric assessments, you'll participate in a work sample exercise. This short, practical task, conducted in small groups with a facilitator, will give us a better understanding of your skills and how you might approach real-world situations relevant to the role. The work example takes approximately 30 minutes to complete.

Interview - Your interview is the opportunity to demonstrate why you're the ideal candidate. To make the most of it, come prepared by familiarising yourself with the interview location, time and process involved. Dress smartly and refresh your memory of your resume.

Consider the key responsibilities of the role and how your skills and experience match up or could transition into such a position. You'll meet with two members of the team for your interview. Be ready to discuss your genuine interest in the role and anticipate potential questions the hiring manager might ask. A helpful way to structure your answers is the STAR method:

- **Situation:** Briefly describe the context or background of your example.
- **Task:** Explain what you were responsible for or what you needed to achieve.
- **Action:** Detail the specific steps you took and the approach you used.
- **Result:** Outline the outcome of your actions and the positive impact you made.

Using this framework will help you provide clear and compelling examples of your abilities and achievements. Remember to make a positive first impression with confident body language, a smile, and by engaging actively in the conversation.

Criminal History check - Because Network Control Officers play a vital role in ensuring the safety and integrity of Queensland Rail's network, a criminal history check is required. This check helps us identify any potential risks to the railway and the public, ensuring that individuals in these safety-critical positions meet the highest standards of trust and responsibility. It's a crucial step in maintaining the safety and security of our operations.

If our application reaches this stage, you will be asked to undertake a criminal history check.

Category 1 medical including AOD – You will be required to complete a blood test so in preparation for this please fast overnight for a minimum of 8 hours but no more than 12 hours.

Please also:

- Wear comfortable clothing that doesn't restrict movement.
- Wear comfortable enclosed shoes.
- You will be doing a hearing test, so it is important to have quiet time prior to the appointment time.
- There is also a vision test so if you wear prescription glasses it is important to wear them on the day and avoid contact lenses.
- You will be required to do an instant alcohol breath test and produce a urine sample for drug screening, so you can eat and drink as per normal. Please restrict your water intake at least 30 minutes prior to the appointment time.
- If you take regular prescription or over the counter medication either take that in with you or advise them exactly what this is also you can take a script if you have one to your appointment.
- Take along photo ID.
- There is nothing you need to do after you have completed the appointment, we will be back in contact with you as soon as possible again.

Reference Checks - As a general practice, Queensland Rail will complete two reference checks from referees who were, or are, your direct leader and have a thorough knowledge of your conduct and performance at work.

We utilise a third-party provider, Referoo, to complete these reference checks. We will seek your permission prior to contacting your referees. Once your references are submitted, they will receive an email from Referoo requesting they answer a series of questions related to your employment.

Final Decision – Following the successful completion of the recruitment process, your application will be reviewed alongside other qualified candidates. **A final decision will be made** based on overall scoring and suitability to the role.

If you are selected, we will contact you to extend a formal offer of employment. Should you accept the offer, you will progress to the onboarding stage, which includes the collection of personal information and completion of company inductions.

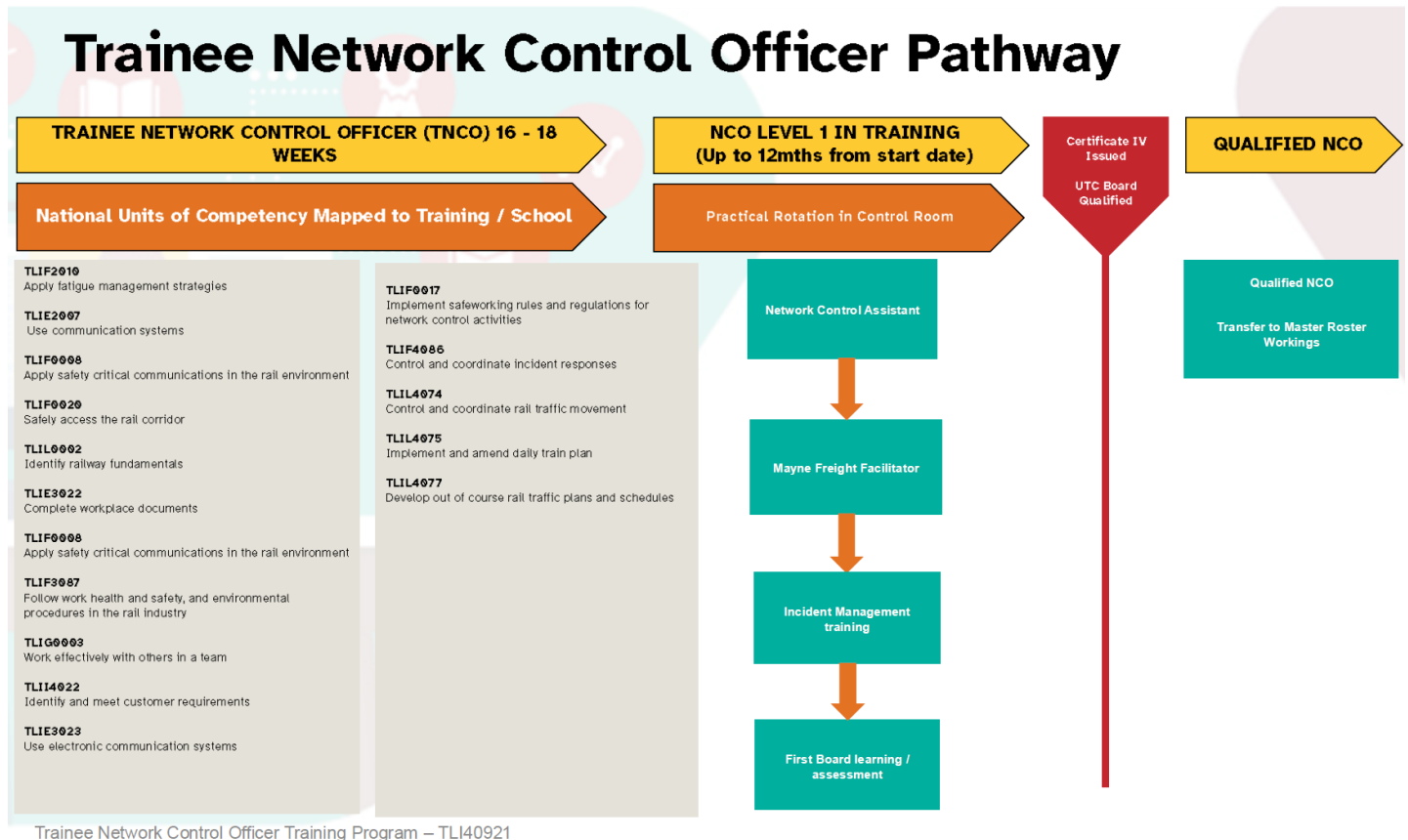
Closer to your start date you will receive first day instructions. It is your responsibility to ensure you can commence on the advised start date.

After graduating as a Trainee Network Control Officer

Once a Trainee Network Control Officer has successfully completed the classroom-based course they should expect:

- 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 further career advancement and upskilling
- 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 you 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.