

# Technical Workstream

## Core Job Description

**Job Code** JOS280  
**Job Title:** Technical Specialist (Customer Care & Consultancy)  
**Work Stream / Band:** TW 10  
**Reports to (job title):** Manager or Senior Manager

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup/Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

With minimal direction, exercise a high level of autonomy, to perform a full range of customer care and consultancy functions, including the provision of specialist advice and a single point of technical contact & direct customer interface for an allocated customer or customers national & international networks. The occupant would develop, implement & perform a tailored managed services role, and have intimate knowledge of the customers' leading edge & legacy networks driven by customer defined priorities.

An individual performing this role would be required to undertake difficult & highly complex proactive management activities, analyse performance issues and develop solutions, and coordinate implementation.

#### Typically the occupant would perform the following functions:-

- Resolution of specialised highly complex operational issues in consultation with the customer, international Telcos & alliance partners.
- Manage customers highly complex leading edge integrated services and solutions to ensure contracted network performance is delivered.
- Manage bilateral service agreements with suppliers, partners & vendors to deliver the customers end to end solution.
- Ensure that customer specific integrated solutions are developed, designed & delivered to meet the customers need, including the abilities to evaluate proof of concept solutions.
- Design and provision of high level customer specific performance & billing reports & action plans to satisfy contractual requirements.
- Provision of complex & detailed product technical/operational information to satisfy customer needs.
- May lead a small team of around 5 staff.
- Project management negotiation, escalation & co-ordination of suppliers, alliances & partners in the implementation & performance delivery of the customers national & international service requirements.
- Where required complete activities outside core Telstra business hours to meet customer requirements & service levels.

Typical examples of large major customers managed are QANTAS, ABB, BHP.

**Highest Work Value Role** (if applicable)

Role Nbr [            ]                      Percentage Workload [            ]

---

**ACCOUNTABILITIES**                      (Primary business **outputs** set for job)

Subject to review of results after the fact & over a medium time span, undertake activities to achieve given objectives including the following;

1. With a freedom to allocate work priorities, organise & complete work activities within customer required targets.
2. Achieve faultless end to end service to the full satisfaction of customers expectations through compliance to prescribed contracts, standards, practices and procedures to ensure that customer Service Level Guarantee penalties are minimised.
3. Maintain a strong customer relationship & contribute towards Customer excellence rating targets by meeting customer service/project targets.
4. Keeping the customer informed with network performance information/reports & proactive actions being undertaken to meet contractual requirements.
5. Contribute to product integrity and reliability & end to end product performance excellence through monitoring & co-ordinate escalation where required, and lead the development & implementation of customer network performance improvement initiatives as required.
6. Respond & conduct to the customers requirements outside of normal Australian business hours as required.
7. Contribute to the company's financial well being through capturing and recording of relevant cost and time information & the timely completion of tasks assigned.
8. Comply with & promote Telstra's legal and community obligations on HS&E and EEO policies & directions.
9. Adopt & promote Telstra's Values, Operating Principles and Code of Conduct

---

**DIMENSIONS**

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [Approx 5 staff if applicable]      Indirect Line Reports [ 0 ]                      Others [ 0 ]

Financial Accountabilities:

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s      Impact extends well outside the workgroup with large customers total corporate business at stake which could be in the order of \$50m. The job is responsible for delivery of contractual agreements. The performance in this job has a high contributory factor in customers decision making on where to place their business.

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and resources in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.

- An individual will be required to efficiently utilise materials and equipment in the execution of these functions
- An individual will be required to correctly and accurately record fee for service charges in the relevant systems for billing to the customer.
- An individual will be required manage the payments of third party supply contracts for the customer as per the Telstra managed service contractual arrangements e.g PABXs, Routers.

---

### **QUALIFICATIONS/EXPERIENCE LEVEL**

An employee entering into this level would typically require advanced highly developed product & technical skills which could be gained through relevant formal qualifications through completion of a series of relevant job related courses (could be a Degree/Certificate/Diploma) accompanied by approx 8-10 years relevant experience, & specialised training in multiple products & functional areas relevant to the specific job role.

---

### **QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE**

1. An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to take ownership and demonstrate high level initiative in the resolution of customer related issues and the provision of service.
2. An occupant performing at this level will be required to possess highly developed human relations skills in influencing and negotiating deal with customers, suppliers, vendors & partners.
3. The employee will require innovation and initiative as an advanced component in the delivery of service to customers and to operate independently.
4. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions hence leadership experience would be desirable including coaching, mentoring & team development.

---

### **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

High level knowledge & experience in the delivery of quality customer service.  
 Experienced & advanced technical knowledge & skills.  
 Advanced problem solving and decision making skills.  
 Highly developed project management skills.  
 High level of analytical & diagnostic skills.  
 Expert knowledge in relevant operations & product support procedures & systems.  
 Ability to work as part of a team or lead a small team.  
 Highly developed planning & organising skills  
 Highly developed self management skills  
 Fully conversant with policies, procedures and regulations.  
 Ability to apply relevant commercial judgment to business decisions.

---

### **COMMUNICATION SKILLS**

Advanced interpersonal and communication skills.  
 High level customer consulting skills.  
 Ability to exercise tact and diplomacy, in handling difficult and sensitive customer issues.  
 Very strong persuasive & influencing skills, and abilities to deal with stressful situations.  
 Excellent verbal & report writing skills.

---

**KEY WORKING RELATIONSHIPS** (internal & external - Regular contacts only)

Internal

Team members  
Team leader/supervisor  
NDC Ltd , TBS and C&C regions  
NTG Operations Unit  
NTG product managers  
Convergent Business product managers  
Sales Teams (Account Executives/Comms Consultants  
Customer service managers  
Technical/Product Support Groups  
In country managers.  
Off shore subsidiary companies e.g. TNZ, TUK

External

Customers - management/operatives  
Vendors - e.g Nortel, ITS, Axicom  
Third party suppliers  
Alliance partners - e.g Infonet, Global One, World Partners.  
Other Telcos - Australia/Overseas - e.g AT&T, BT, SingTel.

---

**WORK GROUP PURPOSE**

---

Job Code

J05281

## Technical Workstream Core Job Description

~~650~~

**Job Title:** Team Leader  
**Work Stream / Band:** TW 10  
**Reports to (job title):** Manager or Senior Manager

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

With little supervision but readily available managerial direction & a very high level of autonomy, undertake a full range of complex activities for the planning, leadership, management and development of a team of specialist staff with responsibility for the delivery &/or performance of network standards & customer service excellence for managed integrated services & solutions across a broad span of disciplines on a national basis. The role would typically through a large team, provide technical leadership and support for regional team leaders & staff.

Typically an individual performing this role would be required to undertake very complex diagnostics and analysis of customer, staff, network & product performance issues, and/or customer requirements to determine the best course of action to resolve or deliver a solution.

#### Highest Work Value Role (if applicable)

Role Nbr [ 1 ]

Percentage Workload [ ]

---

### Accountabilities

(Primary business outputs set for Job)

Subject to review of results after the fact & over a medium time span, undertake activities to achieve given objectives including the following;

1. Lead, develop and coach a large team of specialist technical support staff .
2. Ensure that procedures are developed so that activities are integrated, implemented & performed efficiently in accordance with product & network standards, and by apply Telstra's people management & review processes across the range of functions & disciplines.
3. Lead the national input to the development & deployment of new & leading edge products & technology.
4. Ensure the effective team performance and meeting of targets through analysis and monitoring and the application of Telstra's people & performance management processes.

5. Prepare individual and team development plans in order to meet current & future skills requirements & performance objectives.
6. Develop and maintain workforce/workload management plans & rosters, in accordance with forecast workload, which ensures the availability of skilled staff to meet customer commitments and other work requirements.
7. Manage to allocated resources & financial budgets.
8. Manage vendor & supplier contracted service level performance.
9. Identify improvements to operating processes, make recommendations and where necessary lead the development & implementation of solutions.
10. Communicate and ensure staff understanding and alignment with the Corporate & Business Unit Mission Statements, business objectives and operating plan.
11. Ensure staff comply with all Regulatory requirements in provision of customer service.
12. Ensure the proper Duty of Care and a safe and healthy workplace is provided in accordance with HS&E legislation and Agreements and compliance with EEO principles.
13. Keep staff informed through regular briefings on matters that are of importance to the accomplishment of their duties and/or impact.

---

### **DIMENSIONS**

(Size of job responsibilities)

#### Human Resource Responsibilities:-

Direct Line Reports [ typically >20 ]      Indirect Line Reports [ - ]      Others [ 100 ]

#### Financial Accountabilities:-

Expenses:-	\$
Revenue:-	\$
Other:-	\$

Relationship to \$'s      Impact extends well outside the workgroup as the performance of the managed networks impacts overall performance of the product & other workgroups engaged in the delivery of services. The job impacts on an asset valued & product revenue of millions of dollars. The performance in this job has a very high contributory factor in customers decision making on where to place their business.

- Financial accountability consists of the value of labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.

---

### **QUALIFICATIONS**

An employee entering into this level would typically require well developed product, technical & management skills which could be gained through relevant formal qualifications desirably through the completion of a series of relevant job related courses (e.g. Degree/ Certificate/ Diploma) and/or approximately 10-15 years relevant experience, & specialised training in multiple products & functional areas relevant to the specific job role.

---

### **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to manage the resolution of customer related issues and the provision of service.

The leader will be a self starter requiring innovation and initiative as an advanced component in the delivery of service to customers and to operate inter-dependently, and possess the following skills:-

- Well developed technical skills & proven abilities & in leading, coaching and mentoring a team of specialist staff.
- Highly developed analytical & diagnostic skills in resolving complex issues and developing solutions.
- A sound knowledge of the products, services, network & technology that are utilised within the job role.
- Highly developed planning & organising skills
- Ability to apply relevant commercial judgment to business decisions.
- A detailed understanding of the application of the operational work processes and procedures.
- Proven ability to determine priorities, co-ordinate resources and make sound business judgements to best achieve the customers' requirements & Telstra's operating plans.
- Excellent understanding of customers business needs & abilities to develop customer, supplier, vendor & partner relationships.
- Very good knowledge of employee performance procedures and legal and regulatory requirements eg. EEO, HS&E, ACCC
- Broad & deep organisational understanding including inter and intra-team dependencies.

---

### **COMMUNICATION SKILLS**

- Excellent communication skills - writing, reporting, & orally.
- Well developed coaching, developing and presentation skills.
- Proven skills in persuasion and influencing staff, suppliers, customers & vendors.
- Ability to lead and motivate staff through change processes.
- Ability to present self as a role model of Key Management Behaviours and the Business Units vision, values, policies, code of conduct, and operating principles.
- Demonstrated ability to manage and resolve complex/difficult/sensitive situations.

---

### **KEY WORKING RELATIONSHIPS** (internal & external - Regular contacts only)

#### Internal

Team members  
Team leader/supervisor  
NDC Ltd , TBS and C&C regions  
NTG Operations Unit  
NTG product managers  
Convergent Business product managers  
Sales Teams (Account Executives/Comms Consultants  
Customer service managers

Technical/Product Support Groups

External

Customers - management/operatives

Vendors

Third party suppliers

Partners (sales & technical)

Independent consultants.

---

**WORK GROUP PURPOSE**

---



Job Code 5283

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist / (Developer/Designer/Implementor)

**Work Stream / Band** TW 9

**Reports to (job title):** Team Leader L6 or Manager L5

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

1. Under limited direction and with a level of autonomy from Project Leaders & Senior Team Leaders, undertake activities aligned with the Work Group Purpose. Apply well developed technical skills and experience and/or significant high level technical skills in working on complex projects with other team members (within and external to the workgroup), applying analytical reasoning & specialised technical expertise to investigate problems. Interpret complex information, develop/design solutions, make & implement recommendations, and provide statistical analysis associated with customer products, processes and services at a team level.
2. Investigate problems and contribute to the formulation of policies, processes & recommendations associated with customer products & services.
3. Provide specialised consultancy &/or specialised technical advice to Marketing, Product Management, Sales and Service on aspects relating to the design, provisioning, installation, operations and maintenance of specific customer products and services.
4. May lead a project team
5. Liaise & negotiation with groups internal & external to Telstra to investigate/complete activities.
6. Perform subject matter expert contact roles as required.
7. Input to the regional business plan & contribute to the resolution of workgroup issues.
8. Other duties as directed by the Senior Team Leader &/or Manager.

#### Typical functions could include, but not exclusive to:

1. Developing/modifying operational end to end product processes.
2. Implementing operational end to end product processes.
3. Specialist input to the development of products as part of the PDOM process.
4. Design & implementation of specific customer solutions.
5. Support bidding & tendering processes.
6. Investigating product performance issues & taking corrective actions.
7. Investigating complex & difficult technical problems with customer products, networks & services.

#### Highest Work Value Role (if applicable)

Role Nbr [       ]                      Percentage Workload [       ]

---

**ACCOUNTABILITIES**

(Primary business outputs set for job)

Subject to managerial direction & review of results after the fact, typical activities would include the following:-

1. As part of the Team Leader role for projects specified in Job Purpose ensure that :  
Project scoping and registration are defined and up to date.  
Project deliverables are delivered to the satisfaction of the Project Owner (customer)  
Project ready date and milestone targets are met.  
Project reporting is carried out.
2. As part of a team member role ensure that assigned sub-project tasks are completed in order to meet project deliverables and timeframes. Provide well developed specialised technical knowledge and skills as part of the project team
3. Providing consultancy &/or specialised technical advice to ensure that adequate representation and due customer consideration is made at relevant product planning, development and implementation forums.
4. Implement and model relevant commitments outlined in Telstra's EEO, Code of conduct, Privacy Plans and policies.
5. Contribute to the company's financial well being through the development &/or design of cost efficient products, processes & solutions for implementation across the company, and efficiently using project labour & material resources.

---

**DIMENSIONS**

(Size of job responsibilities)

**Human Resource Responsibilities:-**

Direct Line Reports [ 0 ]

Indirect Line Reports [ 0-10 ]

Others [ 0 ]

**Financial Accountabilities:-**

Expenses:- \$

Revenue:- \$

Other:- \$

**Relationship to \$'s** Impact is significant on expenses and revenue associated with the introduction of new products & solutions, and the implementation & operation of existing products sometimes on a national basis. Impact extends well outside to many other national workgroups engaged in the activation & assurance end to end processes.

**Other: (if no \$'s indicator, other indication of relative size of responsibility)**

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

---

**QUALIFICATIONS/EXPERIENCE LEVEL**

- Diploma or certificate in a suitable vocation or other qualifications / experience deemed suitable
- High level of specialist technical expertise in a specific field
- Highly developed planning, organising and change management skills.
- Have a specialised knowledge and extensive experience in a specific technology or specialist area.

---

**QUALIFICATIONS/EXPERIENCE LEVEL –  
DESIRABLE**

---

**DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

**Knowledge**

Very good knowledge of Telstra's;

- organisational structure and the basic functions of the various components, particularly intimate with line of business critical to achieving the job purpose.
- quality improvement processes
- network structure and facilities, including switching, transmission and customer access network technology
- products, systems and services, particularly those primarily used by TBS customers
- EEO, code of conduct, privacy policies and commitment to support them.
- information systems & products/service support systems.

Well developed specialist technical knowledge & extensive experience of;

- network management & operations principles
- specific product information systems & product/service support systems.
- customer products, technology & services.

**Skills**

Well developed analytical skills supported by sound statistical techniques

Project management & leadership skills

Developed & demonstrated Key management behaviours (KMBs)

Motivated & self directing - proactive.

Technical training in telecommunications networking

Detailed technical training in specific customer products & services.

---

**COMMUNICATION SKILLS**

Very good social and interpersonal management skills - ability to consult, negotiate and communicate with customers & other parts of Telstra - team focussed

Well developed ability to interact with customers and understand and react to their needs - customer service oriented

Very good report writing skills.

---

**KEY WORKING RELATIONSHIPS** (internal & external - Regular contacts only)

Internal

Team members  
Senior Team/project leaders  
General Managers (regional/national)  
National Ops managers  
NDC Ltd staff  
NTG Product Managers & PIMs  
Product Managers & staff  
BP&I Managers & staff  
National Sales Managers  
Account Executives & Comms Consultants  
Customer Service Managers  
Marketing - Convergent Business  
Operations & Installation staffs

External

Customers in a/w Sales & Account Team representatives.  
Vendors of network & customers equipment part of or interfacing to Telstras networks.  
Local authorities, & sub contractors.

---

**WORK GROUP PURPOSE**

---

Job Code

J05284

## Technical Workstream Core Job Description

**Job Title:** Team Leader  
**Work Stream / Band:** TW 9  
**Reports to (job title):** Manager or Senior Manager

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup/Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under limited direction & minimal supervision works with a level of autonomy, undertake a full range of complex activities to manage lead, coach and develop a team of specialist staff with responsibility for the development, design, delivery &/or performance of customer solutions & service excellence for across a range of complex products, technology and/or services offered by Telstra. The job is responsible to achieve agreed team, products & services operational performance for the extent of the individual job assignment which could be on a regional, state or national basis.

Typically an individual performing this role would be required to undertake very complex diagnostics and analysis of customer, staff, network & product performance issues, and/or customer requirements to determine the best course of action to resolve or deliver a solution.

#### Highest Work Value Role (if applicable)

Role Nbr [ 1 ) Percentage Workload [ ]

---

### ACCOUNTABILITIES

(Primary business outputs set for Job)

Subject to managerial direction & review of results after the fact, typical activities would include the following:-

1. Lead, develop and coach a team of specialist technical support staff .
2. Ensure that activities are integrated & performed efficiently in accordance with standards & principles and procedures by applying Telstra's people management & review processes across a range of functions & disciplines.
3. Ensure the effective team performance and meeting of targets through analysis and monitoring and the application of Telstra's people & performance management processes.
4. Prepare individual and team development plans in order to meet current & future skills requirements & performance objectives.
5. Resolve escalated issues and complaints through the application of standard processes, procedures, and delegations, and the application of commercial judgement.

6. Develop and maintain workforce/workload management plans & rosters, in accordance with forecast workload, which ensures the availability of skilled staff to meet customer commitments and other work requirements.
7. Identify improvements to operating processes, make recommendations and where necessary participate in the development & implementation of solutions.
8. Communicate and ensure staff understanding and alignment with the Corporate & Business Unit Mission Statements, business objectives and operating plan.
9. Ensure staff comply with all Regulatory requirements in provision of customer service.
10. Ensure the proper Duty of Care and a safe and healthy workplace is provided in accordance with HS&E legislation and Agreements and compliance with EEO principles.
11. Keep staff informed through regular briefings on matters that are of importance to the accomplishment of their duties and/or impact.

---

## **DIMENSIONS**

(Size of job responsibilities)

### Human Resource Responsibilities:-

Direct Line Reports [ typically <20 ]      Indirect Line Reports [ - ]      Others [ - ]

### Financial Accountabilities:-

Expenses:-

Revenue:-

Other:-

\$\$  
\$\$  
\$\$

### Relationship to \$'s

Impact extends well outside the workgroup with customers & other internal & external suppliers & partners impacted. The job is responsible for delivery of performance objectives often within an indicative resource allocation, although without the total manage to delegation. The performance in this job has a high contributory factor in customers decision making on where to place their business.

---

## **QUALIFICATIONS**

An employee entering into this level would typically require well developed product, technical & management skills which could be gained through relevant formal qualifications desirably through the completion of a series of relevant job related courses (e.g. Degree/ Certificate/ Diploma) and/or approximately 8-10 years relevant experience, & specialised training in multiple products & functional areas relevant to the specific job role.

---

## **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

- Well developed technical skills & proven abilities & in leading, coaching and mentoring a team of specialist staff.
- Highly developed analytical & diagnostic skills in resolving complex issues and developing solutions.
- A sound knowledge of the products, services, network & technology that are utilised within the job role.
- Highly developed planning & organising skills
- Ability to apply relevant commercial judgment to business decisions.
- A detailed understanding of the application of the operational work processes and procedures.

- Proven ability to determine priorities, co-ordinate resources and make sound business judgements to best achieve the customers' requirements & Telstra's operating plans.
- Excellent understanding of customers business needs & abilities to develop customer, supplier, vendor & partner relationships.
- Very good knowledge of employee performance procedures and legal and regulatory requirements eg. EEO, HS&E, ACCC
- Broad & deep organisational understanding including inter and intra-team dependencies.

---

### **COMMUNICATION SKILLS**

- Excellent communication skills - writing, reporting, & orally.
- Well developed coaching, developing and presentation skills.
- Proven skills in persuasion and influencing staff, suppliers, customers & vendors.
- Ability to lead and motivate staff through change processes.
- Ability to present self as a role model of the Business Units vision, values, policies, code of conduct, and operating principles.
- Demonstrated ability to manage and resolve complex/difficult/sensitive situations.

---

### **KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

#### Internal

Team members  
 Team leader/supervisor  
 NDC Ltd , TBS and C&C regions  
 NTG Operations Unit  
 NTG product managers  
 Convergent Business product managers  
 Sales Teams  
 Customer service managers  
 Technical/Product Support Groups

#### External

Customers - management/operatives  
 Vendors  
 Third party suppliers  
 Partners (sales & technical)  
 Independent consultants.

---

### **WORK GROUP PURPOSE**

---

Job Code JO5285

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Customer Networks)  
**Work Stream / Band:** TW 9  
**Reports to (job title):** Team Leader or Manager L5

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup / Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under limited direction and with a level of autonomy, works as the leading customer network specialist, working within broad guidelines & objectives and a diversity of product & technology procedures. Provide proactive management of integrated services and solutions driven by customer defined priorities.

Undertakes non routine advanced high level specialist activities on the technologies, products, & platforms applicable to the job including the most difficult highest level analysis & diagnostic requirements. This job is often the highest level national technical specialist in Telstra prior to escalation to the vendor.

#### Typical functions undertaken

- Proactive monitoring & management of highly complex customers specialised integrated services, networks, platforms and solutions, including network capacity & utilisation levels.
- Activation/provisioning of highly complex specialised network service changes as requested by the customer or to optimise Telstra's network efficiency on a national project basis.
- Restoration of highly complex specialised customer services, networks & platforms to maintain product availability, often requiring advanced detailed knowledge of system design (e.g. database structures).
- Lead or provide specialist technical input to the development or implementation of new products and technology and manage these on a national project basis to meet launch date commitments.
- Provision of high level & detailed product technical/operational information to satisfy customer needs, & conduct highly detailed technical training where required.
- May lead a team (5 -10), of network specialists, undertaking the people development & performance review activities.
- Provide national specialist technical support & last point of Telstra escalation both during normal hours and after hours, in an environment where further support may not be available in the required time frames.
- Provide advanced level process and system diagnostic support.
- Vendor & agent liaison & co-ordination during escalated or ongoing service/performance operational issues.



**Highest Work Value Role** (if applicable)

Role Nbr [            ]                      Percentage Workload [            ]

---

**ACCOUNTABILITIES**                      (Primary business outputs set for job)

Subject to managerial direction & review of results after the fact, typical activities would include the following:-

1. Ensure faultless end to end fault rectification and installation of integrated services and solutions to the full satisfaction of customers expectations.
  - Through developing new and compliance with existing quality standards practices and procedures.
  - Through taking service ownership & managing escalations to suppliers & vendors when necessary, to meet customer service levels & guarantees.
  - Through driving and managing contractors & suppliers to ensure :
    - \* Customer excellence rating targets are met.
    - \* Customer service targets are met.
2. Ensure customer service excellence:
  - Through constant interaction with the customer.  
To ensure:
    - \* Requirements are confirmed.
    - \* Progress updates are provided.
    - \* Confirmation that the agreed requirements are fully met.
3. Ensure product integrity and reliability is maintained to deliver excellent end to end product performance.
  - Through proactive monitoring & actioning of support systems etc.
4. Control planned & unplanned activities impacting complex integrated customer solutions.
  - Through development and implementation of recovery plan/s.
5. Project manage complex integrated customer solutions and upgrades.
  - Through compliance with prescribed quality standards practices and procedures.
  - Through correct and expert utilisation of instruments and diagnostic tools from remote points within the network.
6. Develop and implement processes for new products and services.
7. Contribute to the companies financial well being.
  - Through capturing and recording of relevant cost and time information.
  - Through progression of opportunities to grow revenue and reduce cost.
8. Satisfy internal/ external complex operational product enquires by providing authoritative advice with regard to complex customer solutions.
9. Provide operational statistics for inclusion in reports.
10. Meet Telstra's legal and community obligations by complying with HS&E and EEO policies.
11. Demonstrate & promote Telstra's values, Operating Principles and Code of Conduct

---

**DIMENSIONS**

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [ 5 - 10 if applicable ]                      Indirect Line Reports [   ] Others [ 3 ]

Note: Liaison & co-ordination of vendors & suppliers.

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$  
Other:- \$

Relationship to \$'s

Impact extends to outside the workgroup into the product & other workgroups engaged in the activation, assurance & network management end to end processes. Reviews would be after the fact as jobs are undertaken only on highly impacting exceptions. Performance could impact a company's decision to use Telstra products. Proactive monitoring to ensure customer requirements are delivered on time, and work within large major national/international customer networks extends the area of impact to small.

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and resources in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions
- An individual will be required to correctly and accurately record fee for service charges in the relevant systems for billing to the customer.

---

**QUALIFICATIONS/EXPERIENCE LEVEL - MANDATORY**

An employee entering into this level would typically require very well developed product & technical skills which could be gained through relevant formal qualifications through completion of a series of relevant job related courses (could be a Certificate/Diploma) accompanied by approx 8 years relevant experience, & specialised training in at least one of the product & functional areas defined in the job role.

**QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE**

1. An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
2. An occupant performing at this level will be required to possess highly developed human relations skills to deal with customers, vendors, suppliers, sub contractors & partners involved in the delivery of end to end processes managed by this job.
3. The employee will require innovation and initiative as an advanced component in the delivery of service to customers and to operate independently.
4. The position will require the occupant to conduct detailed highly complex technical training and skills coaching.
5. An occupant of this position could be expected to directly or indirectly lead a national team of network specialist staff engaged in a specific set of functions hence leadership experience would be desirable.

---

**DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

High level knowledge & experience in the delivery of quality customer service.

Experienced & advanced level technical knowledge & skills.

Advanced level problem solving and decision making skills.

Well developed project management skills.

Advanced level of analytical & diagnostic skills.

Expert knowledge in relevant operations & product support procedures & systems.

Ability to lead a team.

Highly motivated self starter with proven abilities to get the job done

Fully conversant with policies, procedures and regulations, including Telstra EEO & HS&E.

---

### **COMMUNICATION SKILLS**

Excellent interpersonal and communication skills.

Very good customer consulting skills.

Ability to exercise tact and diplomacy, in handling difficult customer/supplier issues.

Highly developed persuasive & influencing skills, and abilities to deal with stressful situations.

Excellent verbal & report writing skills.

Abilities in coaching, mentoring & developing team operatives in highly complex detailed technical areas.

---

### **KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

#### Internal

Team members

Team leader/supervisor

NDC Ltd , TBS and C&C regions

Design & Implementation managers & staff

Operations managers/staff

Sales Teams (Account Executives/Comms Consultants

Customer service managers

Technical/Product Support Groups

#### External

Customers - management/operatives

Equipment suppliers/contractors.

Vendors.

Other Telcos - Australia/Overseas.

---

### **WORK GROUP PURPOSE**

---

Job Code JO 5288

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Customer Care & Consultancy)  
**Work Stream / Band:** TW 8  
**Reports to (job title):** Team Leader

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup/Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under general supervision, & working within a diverse range of relevant Australian and/or Overseas product /network procedures, perform a full range of customer care and/or consultancy functions, including:-

- the single point of contact for specialist technical assistance and advice in the design & delivery of Telstra complex telecommunication services & solutions.
- the performance of a full range of provisioning, co-ordination & implementation functions in association with Telstra suppliers, partners & alliances domestically & internationally to ensure customer solutions are delivered in accordance with customer requirements.

Jobs could be focussed in a pre-sales technical consultancy role or post-sales operational role, as a subject matter expert undertaking activities specific to the job purpose. Typically, determine priorities in association with the customer and negotiate with domestic & overseas providers, undertake difficult & more complex activities in determining and/or recommending actions from a range of solutions.

#### Highest Work Value Role (if applicable)

Role Nbr [     ]                      Percentage Workload [     ]

---

### ACCOUNTABILITIES

Subject to general supervision & review of results after the fact, allocate daily work priorities, organise & complete work activities within customer required targets which would typically include the following:-

#### Pre-sales

- The design, specification & recommendation of a telecommunication solution taking into account all issues relevant to Telstra, the third party vendor & the customer.
- Ensure that customer specific integrated solutions are delivered to meet the customers need (the customer could be external retail, wholesale or Telstra partners & alliances).

- Collation, design and provision of customer solution specific reports / data as requested by the customer.
- Provision of expert complex & detailed product technical/operational advice & information in a timely manner to satisfy customer needs, and to accommodate sales & account team requests.
- Maintain information flows and relationships with the industry stakeholders both internal & external to Telstra within Australia & Overseas.
- Identify opportunities for new product developments & packaging to meet customers changing needs, and assist in the development & implementation where required.

#### Post-sales

- Analyse, diagnose & resolve specialised complex technical issues in consultation with the customer, sales team and domestic & international Telcos & alliance partners.
- Manage the delivery of customers complex integrated services and solutions to ensure problems & customer projects are managed to resolution on time, including escalation co-ordination when required.
- Project management & co-ordination of the customers national & international service requirements (implementation & network performance), including (where required in the job purpose) the accuracy & loading of billing databases.
- Where required, complete activities outside core Telstra business hours to meet customer requirements & service level agreements.

#### All

- May lead a small team of approximately 5 staff.
- Contribute to the company's financial well being through the achievement of financial targets and the recording of relevant cost and time information.
- Comply with & promote Telstra's legal and community obligations on HS&E and EEO policies & directions.
- Adopt & promote Telstra's Values, Operating Principles and Code of Conduct
- Represent Telstra in a professional, ethical & efficient manner.

#### **DIMENSIONS**

(Size of job responsibilities)

##### Human Resource Responsibilities:-

Direct Line Reports [ approximately 5 staff if applicable ]  
Others [ various ]

Indirect Line Reports [ various ]

##### Financial Accountabilities:-

Expenses:- \$  
Revenue:- \$  
Other:- \$

Relationship to \$'s Impact extends to outside the workgroup into the product & other workgroups engaged in the delivery of end to end processes. Reviews would normally be after the event as jobs are undertaken with only limited supervision.

Performance could impact a company's decision to use Telstra products. This role may have responsibility for approval of labour costs and recommending overtime.

Proactive monitoring to ensure customer requirements are delivered on time, and work within large major national/international customer networks extends the area of impact.

##### Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of the jobs own labour materials and equipment used per annum.

- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions.
- An individual will be required to correctly and accurately record charges in the relevant system for billing to the customer.

---

## **QUALIFICATIONS**

An employee entering into this level would typically require very well developed technical knowledge of domestic and/or global products & services, preferably gained through relevant formal qualifications which can be through the completion of a series of relevant job related courses (e.g. a Certificate/Diploma), accompanied by approximately 2 - 5 years relevant experience. Specialised training in at least one of the product & functional areas defined in the job role is required (e.g. Hills Data, Cisco CCNA/CCNP accreditation)

---

## **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

1. An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
2. An occupant performing at this level will be required to possess well developed human relations skills to deal with customers & partners who may be raising complaints on performance issues or requiring commitments on solutions & time frames.
3. Proven skills in developing & maintaining relationships with domestic & overseas customers, suppliers, partners & alliances.
4. The employee will require innovation and initiative as an advanced component in the delivery of service to customers and to operate independently.
5. The position will require the occupant to conduct on the job training and skills coaching.
6. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions hence leadership experience would be desirable.
7. Sound quality customer service knowledge & experience in the delivery of end to end domestic and/or global solutions.
8. A sound knowledge of the products, services, network & technology that are utilised within the job role.
9. Advanced problem solving and decision making skills.
10. Thorough knowledge in relevant operations & product support procedures & systems.
11. Ability to work as part of a team or lead a small team as required.
12. Well developed diagnostic, analytical, planning & organising skills
13. Good Computer skills

14. Well developed self management skills
15. Fully conversant with policies, procedures and regulations.
16. Ability to apply independent relevant judgment to commercial business decisions & implementation process.

---

### **COMMUNICATION SKILLS**

Well developed interpersonal and communication skills.

Very good listening skills.

Very good customer consulting skills.

Ability to exercise tact and diplomacy.

Strong persuasive & influencing skills when negotiating with domestic & overseas suppliers, partners & alliances to meet customer delivery times.

Proven abilities to deal with stressful situations.

Very good report writing skills.

---

### **KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

#### Internal

Team members

Team leader/supervisor

Service Operations Engineering

Alliance managers (in country)

NDC Ltd and C&C regions

NTG Operations Unit

Product Managers (TBS, NTG, CB)

Domestic & Global Sales Teams WL5/6

Wholesale & International

Customer service managers

Technical/Product Support Groups

#### External

Customers - management/operatives

Vendors

Equipment Suppliers (e.g. CISCO)

IBM GSA

Partners (sales, & technical)

Independent consultants.

Alliance partners.

Other Telcos - Australia/Overseas.

---

### **WORK GROUP PURPOSE**

---

Job Code JO5289

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Customer Networks)  
**Work Stream / Band:** TW 8  
**Reports to (job title):** Team Leader

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup/Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under general supervision, as a customer network specialist, working within a diversity of product & technology procedures, provide proactive management of integrated services and solutions driven by customer defined priorities, including non routine & diverse specialist activities which can incorporate provisioning & rearrangement of very complex specialised network services (activation), providing technology recommendations, supplier service level contract management, network design & implementation (acceptance), network operations & maintenance (network management), and/or customer fault restoration (customer assurance).

#### Typical functions undertaken

- Monitoring & management of very complex customers specialised integrated services, networks, platforms and solutions.
- Activation/provisioning of very complex specialised network services as requested by the customer often on a national project basis.
- Restoration of very complex specialised existing customer services, networks & platforms to maintain product availability.
- May perform or co-ordinate some network or site design aspects.
- In network implementation phases, co-ordinate & liaise with subcontractors and other authorities to ensure that the network implementation meets customer commitment dates, and quality standards.
- Provision of high level & detailed product technical/operational information to satisfy customer needs.
- Provide remote support activities from office based facilities.
- May lead a small team (<5), undertaking the people development & performance review activities.
- Provide product/network support for team leaders in the field and other business units.
- Input information & technical advice to assist in the measurement of suppliers' performance & in process/performance improvement activities.
- Provide advanced level process and system diagnostic support on a state basis.
- Provide after hours fault management & network restoration.
- Operate within an environment where additional technical support may not be available in the required customer time-frames, particularly after normal core business hours.



**Highest Work Value Role** (if applicable)

Role Nbr [       ]

Percentage Workload [       ]

---

**ACCOUNTABILITIES**

(Primary business outputs set for Job)

Subject to general supervision, review of progress, & review of results after the event, typical activities would include the following:-

1. Ensure faultless end to end fault rectification and installation of integrated services and solutions to the full satisfaction of customers expectations.
    - Through developing new and compliance with existing quality standards practices and procedures.
    - Through driving and managing contractors & suppliers, ensure:
      - \* Customer excellence rating targets are met.
      - \* Customer service targets are met.
  2. Ensure customer service excellence:
    - Through constant interaction with the customer.  
To ensure:
      - \* Requirements are confirmed.
      - \* Progress updates are provided.
      - \* Confirmation that the agreed requirements are fully met.
  3. Ensure product integrity and reliability is maintained to deliver excellent end to end product performance.
    - Through monitoring & actioning of support systems etc.
  4. Control unplanned activities impacting complex integrated customer solutions.
    - Through development and implementation of recovery plan/s.
  5. Contribute to the companies financial well being.
    - Through capturing and recording of relevant cost and time information.
    - Through progression of opportunities to grow revenue and reduce cost.
  6. Satisfy internal/ external complex operational product enquires by providing authoritative advice with regard to complex customer solutions.
  7. Provide operational statistics for inclusion in reports.
  8. Meet Telstra's legal and community obligations by complying with HS&E and EEO policies.
  9. Demonstrate & promote Telstra's values, Operating Principles and Code of Conduct
- 

**DIMENSIONS**

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [ approximately 5 staff if applicable ] Indirect Line Reports [ various ]

Others [ various ]

Note: Liaison & co-ordination of suppliers & contractors.

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s Impact extends to outside the workgroup into the product & other workgroups engaged in the activation, assurance & network management end to end processes. Reviews would normally be after the event as jobs are undertaken with only limited supervision. Performance could impact a company's decision to use Telstra products. Proactive monitoring to ensure customer requirements are delivered on time, and work within large major national/international customer networks extends the area of impact.

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of the jobs own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and resources in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions
- An individual will be required to correctly and accurately record fee for service charges in the relevant systems for billing to the customer.

---

## **QUALIFICATIONS**

An employee entering into this level would typically require very well developed product & technical skills which could be gained through relevant formal qualifications through completion of a series of relevant job related courses (could be a Certificate/Diploma) accompanied by approx 6 years relevant experience, & specialised training in at least one of the product & functional areas defined in the job role.

---

## **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

1. An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
2. An occupant performing at this level will be required to possess well developed human relations skills to deal with customers, suppliers, sub contractors & partners involved in the delivery of end to end processes managed by this job.
3. The employee will require innovation and initiative as an advanced component in the delivery of service to customers and to operate independently.
4. The position will require the occupant to conduct on the job training and skills coaching.
5. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions hence leadership experience would be desirable.
6. High level knowledge & experience in the delivery of quality customer service.
7. Experienced & high level technical knowledge & skills.
8. High level problem solving and decision making skills.
- 9 Well developed project management skills.
- 10 High level of analytical & diagnostic skills.
- 11 Expert knowledge in relevant operations & product support procedures & systems.
- 12 Ability to work as part of a team or lead a small team.
- 13 Highly motivated self starter with proven abilities to get the job done
- 14 Fully conversant with policies, procedures and regulations, including Telstra EEO & HS&E.

---

## **COMMUNICATION SKILLS**

Good interpersonal and communication skills.

Customer consulting skills.

Ability to exercise tact and diplomacy, in handling difficult customer/supplier issues.

Well developed persuasive & influencing skills, and abilities to deal with stressful situations.

Excellent verbal & report writing skills.

Where required, abilities in coaching, mentoring & developing team operatives.

---

**KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

Internal

Team members  
Team leader/supervisor  
NDC Ltd , TBS and C&C regions  
Design & Implementation managers & staff  
Operations managers/staff  
Sales Teams (Account Executives/Comms Consultants  
Customer service managers  
Technical/Product Support Groups

External

Customers - management/operatives  
Equipment suppliers/contractors  
Other Telcos - Australia/Overseas.

---

**WORK GROUP PURPOSE**

---

Job Code JO5290

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Activation/Assurance)  
**Work Stream / Band:** TW 7  
**Reports to (job title):** Team Leader

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup / Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under general supervision & direction, & working within the relevant product /network procedures perform a full range of customer service delivery functions, and complete activities with a freedom to allocate day to day priorities, to meet customers expectations & service commitments.

Typically an individual performing this role would be required to undertake difficult & more complex activation & assurance activities on customer services and networks and determine the course of action from a range of solutions.

Typical functions could include, but not exclusive to:

- Activation of specialist complex new & changing services across a range of products & services as requested by the customer.
- Monitoring, analysis, diagnosis & restoration of specialist complex customer services & networks to maintain product availability.
- Customer fault management including "keeping the customer informed" on activation & assurance progress, and confirming that requirements are fully delivered on completion.
- Manage difficult customer & network faults.
- Undertake potentially network & service interfering planned and specialist complex activities, including maintenance, changes & upgrades of customers networks & services - within standards, practices and procedures and the correct and expert use of instruments and tools remotely or from points within the network.
- Provision of complex product technical/operational information to satisfy internal & external customer needs.
- Provide specialist complex product & network technical support to customer & exchange field groups within a state.
- Provide advanced level support & input for the improvement of regional activation & assurance processes and systems.
- Monitor customer commitment dates/times & process work orders in a timely manner on relevant operations support systems.
- Operate in an environment where additional technical support & escalation may not be available in the required customer critical time frames.
- May lead a small team (<5 staff).

- Where required complete activities outside core Telstra business hours to meet customer requirements & service levels.

**Highest Work Value Role** (if applicable)

Role Nbr [            ]                      Percentage Workload [            ]

**ACCOUNTABILITIES**                      (Primary business outputs set for job)

Subject to general supervision, review of progress, & review of results after the fact, typical activities would include the following:-

1. With a freedom to allocate daily work priorities, organise & complete work activities within customer required targets.
2. Achieve faultless end to end service restoration & activation to the full satisfaction of customers expectations through compliance to prescribed standards, practices and procedures.
3. Contribute towards Customer excellence rating targets by meeting customer service activation targets (CDD) & customer assurance targets by restoration of service failures.
4. Keeping the customer informed with service delivery progress & completion to enable the customer to make appropriate decisions.
5. Provide operational statistical & progress information for inclusion in management reports.
6. Contribute to product integrity and reliability & end to end product performance excellence through proactive monitoring & actioning of services in jeopardy, and participate in performance improvement initiatives as required.
7. Contribute to the company's financial well being through capturing and recording of relevant cost and time information & the timely completion of tasks assigned.
8. Comply with & promote Telstra's legal and community obligations on HS&E and EEO policies & directions.
9. Adopt & promote Telstra's Values, Operating Principles and Code of Conduct

**DIMENSIONS**                      (Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [ <5 ]                      Indirect Line Reports [ 0 ]                      Others [ 0 ]

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s                      Impact extends to outside the workgroup in the activation & assurance performance of the product & other workgroups engaged in the activation & assurance end to end processes. Reviews would normally be after the fact as jobs are undertaken with only limited supervision. Performance could impact a company's decision to use Telstra products. May have responsibility for approval of labour costs and recommending overtime. Proactive monitoring to ensure services are delivered on time, and work within large major customer networks extends the area of impact to small.

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.

- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
  - An individual will be required to efficiently utilise materials and equipment in the execution of these functions
  - An individual will be required to correctly and accurately record fee for service charges in the relevant activation or assurance system for billing to the customer.
- 

#### **QUALIFICATIONS/EXPERIENCE LEVEL**

An employee will be required to possess/obtain and maintain the relevant and applicable qualifications & licences to perform this function as deemed mandatory by regulatory and legal authorities and may need to possess/obtain and maintain a drivers licence as per individual job description statement.

Typical Applicable Licence could be AUSTEL cabling licence. Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement.

---

#### **QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE**

1. An employee entering into this level would typically require very well developed technical skills and have approx 4 - 6 years relevant experience & specialised training in at least one of the functional areas defined in the job role and/or possess relevant formal industry qualifications from completion of a series of courses of a Certificate/Diploma directly related to the job.

2. An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.

3. The employee will require innovation and initiative as an advanced component in the delivery of service to customers and to operate independently.

4. The position will require the occupant to conduct on the job training and skills coaching.

5. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions.

6. An employee at the fully competent level will require advanced technical skills in one or more specified fields of complex products or services, while at the same time be able to perform specialist functions across a range of telecommunications products & services, and possess the following attributes:

- Personal organisation and a high level of self motivation.
  - Well developed interpersonal and communication skills.
  - Well developed Job planning skills.
  - Well developed Logistical and organising skills.
  - Advanced problem solving and decision making skills.
  - Very well developed technical knowledge & relevant experience.
  - A thorough working knowledge of the relevant end to end processes & systems.
  - Practices process management skills.
  - Well developed analytical and diagnostic skills.
  - Fully conversant with policies, procedures and regulations.
  - Ability to apply relevant commercial judgment to business decisions.
- 

#### **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

Sound knowledge & experience in the delivery of quality customer service.

Experience & well developed technical knowledge & skills.

Thorough knowledge in relevant operations & product support systems.

Proven ability to work as part of a team or lead a small team.

Well developed diagnostic, analytical, & organising skills

Good Computer skills

Well developed self management skills

---

#### **COMMUNICATION SKILLS**

Good verbal communication skills.

Very good listening skills.

Good customer consulting skills.

Ability to exercise tact and diplomacy.

Persuasive & influencing skills.

Good report writing skills.

---

#### **KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

##### Internal

Team members

Team leader/supervisor

NDC Ltd and C&C field staff

NTG Operations Unit

Sales and Customer service Staff

##### External

Customers

---

#### **WORK GROUP PURPOSE**

To deliver end to end premium service, for the relevant product(s), to efficiently meet customer expectations and service commitments whilst maximising product revenue.

---

Job Code JO5291

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Developer/Designer/Implementor)  
**Work Stream / Band:** TW 7  
**Reports to (job title):** Team Leader or Manager L5

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

1. Under general supervision & direction undertake activities aligned with the Work Group Purpose, apply sound Engineering skills and techniques and/or specialised technical skills in working on complex projects with other team members (within and external to the workgroup), applying analytical reasoning & sound judgement to investigate problems, develop/design/implement solutions, make recommendations, and provide statistical analysis associated with customer products, processes and services at a team level.
2. Investigate problems and contribute to the formulation of policies, processes & recommendations associated with customer products & services.
3. Provide technical advice to Marketing, Product Management, Sales and Service on aspects relating to the design, provisioning, installation, operations and maintenance of specific customer products and services.
4. May be required to liaise with groups internal & external to Telstra to investigate/complete activities.
5. Contribute to the resolution of workgroup issues and indirectly input into the regional budget preparation.
6. Other duties as directed by the Team Leaders and Senior Team Leader.

Typical functions could include, but not exclusive to:

1. Input to development/modifying of operational end to end product processes.
2. Assist in the implementation of operational end to end product processes.
3. Input to the development of products as part of the PDOM process.
4. Undertake activities in the design & implementation of specific customer solutions.
5. Support bidding & tendering processes.
6. Investigation of product performance issues & recommendation of corrective actions.
7. Investigation of complex & difficult technical performance issues of products, networks & services.



**Highest Work Value Role** (if applicable)

Role Nbr [       ]

Percentage Workload [       ]

---

**ACCOUNTABILITIES**

(Primary business **outputs** set for job)

Subject to general supervision, review of progress, & review of results after the fact, typical activities would include the following:-

1. As part of a team member role ensure that assigned sub-project tasks are completed in order to meet project deliverables and timeframes.
2. Provide engineering/technical knowledge and skills as part of the project team, particularly in:
  - The technical design & implementation of customer specific solutions.
  - Assisting in the specification and development of product specific support tools and training
  - Assisting in the conduct of trials of new processes to ensure that they are developed effectively
  - Assisting in the development of processes and procedures associated with the introduction of new technology and practices.
  - Investigating product performance and identifying avenues for improvement.
3. Completion of tasks or minor projects requiring specialised technical skills.
4. Provide project statistical & progress information for inclusion in management reports.
5. Contribute to the company's financial well being through the development of cost efficient products & processes for implementation across the company, and efficiently using project labour & material resources.
6. Comply with & promote Telstra's legal and community obligations on HS&E and EEO policies & directions.
7. Adopt & promote Telstra's Values, Operating Principles and Code of Conduct

---

**DIMENSIONS**

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [ 0 ]

Indirect Line Reports [ 0 ]

Others [ 0 ]

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s

Impact extends to outside the workgroup in the performance & cost of products & services developed and implemented. Outputs impact on many other workgroups engaged in the activation & assurance end to end processes. Size of the products & networks is large but individual impact as part of a project team is small.

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

---

**QUALIFICATIONS/EXPERIENCE LEVEL**

An employee entering into this level would typically have very well developed technical skills which could be gained through relevant formal qualifications admitting as Graduate Engineer to Institute of Engineers Australia or completion of a series of relevant job related courses of a Certificate/Diploma accompanied by approx 4 - 6 years relevant experience, & specialised training in at least one of the product & functional areas defined in the job role.

An employee will be required to possess/obtain and maintain the relevant and applicable qualifications to perform this function as deemed mandatory by regulatory and legal authorities and may need to possess/obtain and maintain a drivers licence as per individual job description statement.

---

**DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB****Knowledge**

Good knowledge of Telstra's;

- organisational structure and the functions of the various components, particularly Line of Business.
- quality improvement processes
- network structure and facilities, including switching, transmission and customer access network technology
- products, systems and services, particularly those primarily used by TBS customers
- EEO, code of conduct, privacy policies and commitment to support them

Good knowledge of Communications Engineering principles, and/or high level technical knowledge of;

- statistical techniques in relation to engineering systems operation and application to service improvement
- network management & operations principles

**Skills**

Sound analytical skills supported by sound statistical techniques  
Task and project management skills

Technical training in telecommunications networking

---

**COMMUNICATION SKILLS**

Social and interpersonal management skills - ability to consult, negotiate and communicate.

Ability to interact with customers and understand and react to their needs - customer service oriented

Good report writing skills.

---

**KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)****Internal**

Project team members  
Project/Team leaders  
Product Managers & staff  
BP&I Managers & staff  
National Sales Managers

Account Executives & Comms Consultants  
Customer Service/Project Managers  
NDC Ltd  
Finance/ER

External

Customers in a/w Sales & Account Team representatives.  
Vendors of network & customers equipment part of or interfacing to Telstras networks.  
Sub contractors

---

**WORK GROUP PURPOSE**

---

Job Code J05292

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Inter-networking Solutions)  
**Work Stream / Band;** TW 7  
**Reports to (job title):** Team Leader or Manager L5

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under general supervision & direction, as the customer inter-networking specialist operator, provide high level technical expertise in pro-actively managing customers end to end routed & inter-networked LAN/WAN services & solutions. The occupant operates domestically and/or globally driven by customer performance requirements & priorities across a range & diversity of products & technologies.

#### Highest Work Value Role (if applicable)

Role Nbr [ ] Percentage Workload [ ]

---

### ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to general supervision, review of progress, & review of results after the fact, typical activities would include the following:-

- Conduct diverse and non routine high level specialist activities relating to a range of products, networks & services comprising the customers end to end wide area network solution.
- Proactive management of complex customers integrated services and solutions.
- Activation of high level specialised solutions (often leading edge) as requested by the customer.
- Restoration of highly advanced specialised customer solutions (leading edge) to maintain product availability.
- Provision of specialised product technical/operational information to satisfy customer needs.
- Provide specialised knowledge to facilitate the implementation and operational support of customer applications / protocols, within multi platform / vendor environments, interfacing with Telstra's networks.
- Provide high level national process and system diagnostic support.
- Provide after hours fault management & product support.
- Provide day to day performance management of national customers inter-networking services.

Subject to regular review of results, the occupant must

1. Ensure existing customer integrated and inter-networked services and solutions are provided with faultless end to end fault rectification and installation to the full satisfaction of the customers.
  - Through compliance with existing quality standards, practices and procedures (which can often be immature).
  - Through driving and managing multiple supplier interfaces.To ensure :
  - \* Customer excellence rating targets are met.
  - \* Customer service activation targets are met. (CDD) and.
  - \* Customer assurance targets are met.
2. Ensure customer service excellence:
  - Through constant interaction with the customer.To ensure:
  - \* Requirements are confirmed.
  - \* Progress updates are provided.
  - \* Confirmation that the agreed requirements are fully met.
3. Ensure product integrity and reliability is maintained to deliver excellent end to end product performance.
  - Through proactive monitoring of support systems etc.
4. Project manage the development and introduction of complex integrated and inter-networked customer solutions and upgrades.
5. Undertake planned activities for existing complex customer solutions within given time lines through correct and expert utilisation of instruments and diagnostic tools from remote points within the network.
6. Provide subject matter expertise in the implementation of processes for new and integrated products and services.
7. Contribute to the company's financial well being.
  - Through capturing and recording of relevant cost and time information.
  - Through progression of opportunities to grow revenue and reduce cost.
8. Satisfy internal/ external complex operational product enquires by providing quality product information.
9. Provide and analyse operational statistics for inclusion in reports.
10. Meet Telstra's legal and community obligations by complying with HS&E and EEO policies.
11. Adopt Telstra's values, Operating Principles and Code of Conduct

---

#### **DIMENSIONS**

(Size of job responsibilities)

#### Human Resource Responsibilities:-

Direct Line Reports [ 0 ]      Indirect Line Reports [ 0 ]      Others [0]

#### Financial Accountabilities:-

Expenses:-                      \$minimal  
Revenue:-                        \$  
Other:- Retention                \$small

#### Relationship to \$'s

Impact extends to outside the workgroup as the performance of the managed networks impacts overall performance of the product. Performance could impact a company's decision to use Telstra products & services.

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.

---

### **QUALIFICATIONS/EXPERIENCE LEVEL**

An employee will be required to possess/obtain and maintain the relevant and applicable qualifications & licences to perform this function as deemed mandatory by regulatory and legal authorities e.g. specialised courses associated with a Diploma or Degree.

### **QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE**

1. An employee entering into this level would typically require highly developed & specialised expertise & have approximately 2 - 4 years relevant experience &/or possess relevant formal industry qualifications applicable in a number of relevant functional areas defined in the job role. For example Cisco Certified Network Associate (CCNA) or similar/equivalent qualification.
2. An occupant performing at this level will be required to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
3. The employee will require innovation and initiative as an advanced component in the delivery of service to customers and to operate independently.
4. The position will require the occupant to conduct on the job training and skills coaching.
5. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions.

---

### **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

#### **Knowledge**

An employee at the fully competent level will require sound technical skills in one or more specified fields of complex inter-networking products or services, while at the same time be able to perform specialist functions across a range of telecommunications products & services, and possess the following attributes:

- Personal organisation and a high level of self motivation.
- Developed interpersonal and communication skills.
- Developed Job planning skills.
- Good problem solving and decision making skills.
- A thorough working knowledge of the relevant end to end processes & systems.
- Fully conversant with policies, procedures and regulations.

Knowledge & experience in providing national support for customer solutions, products & services.

Good knowledge of Telstra's;

- organisational structure and the basic functions of the various components, particularly TBS Line of Business.

- network structure and facilities, including switching, transmission and customer access network technology.
- products, systems and services, particularly those primarily used by TBS customers
- information systems & products/service support systems.

Knowledge of Telstra's EEO, code of conduct, privacy policies and commitment to support them.

### **Skills**

Developed router configuration & web hosting skills.

Sound analytical & diagnostic skills supported by sound statistical techniques

Task and project management skills

Self motivation & self directing - proactive.

---

### **COMMUNICATION SKILLS**

Social and interpersonal management skills - ability to consult, and communicate with customers & other parts of Telstra.

Ability to interact with customers and understand and react to their needs - customer service oriented.

Good report writing skills.

---

### **KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

#### Internal

Team members

Team leaders

Customer Service Managers

Regional BU service staff

Sales staff

NDC Ltd Managers/Staff

NTG Operations unit staff

#### External

Customers

- Management

- Operatives

Telstra vendors (liaison)

Customers agents/suppliers.

---

### **WORK GROUP PURPOSE**

---

Job Code J05293

## Technical Workstream Core Job Description

**Job Title:** Technical Specialist (Customer Care & Consultancy)  
**Work Stream / Band:** TW 6  
**Reports to (job title):** Team Leader

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup or Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under supervision & direction, and working within the relevant product /network procedures perform a full range of customer service delivery functions, and complete activities with a freedom to allocate day to day priorities, to meet customers expectations & service commitments.

Typically an individual performing this role would be required to undertake analysis detailing & programming of complex services and networks and determine the course of action from a range of solutions.

Typical functions could include, but not exclusive to:

- Consulting with customers to determine detailed network configurations from supplied broad network requirements e.g. customers Spectrum networks.
- Detailing, & Activation of the less complex features across a range of complex products & services as requested by the customer.
- Provision of complex product technical/operational information to satisfy internal & external customer needs.
- Provide complex product & network technical support to customer field groups within a region, including but not limited to help desk point of contact to resolve customer network & service issues, ad-hoc customer training as required.
- May be required to undertake less complex project management (Tier 2 equivalent) of the customer solution implementation.
- Provide support & input for the improvement of regional processes and systems.
- Monitor customer commitment dates & process work orders in a timely manner on relevant operations support systems.

#### Highest Work Value Role (if applicable)

Role Nbr [     ]     Percentage Workload[]

---



## ACCOUNTABILITIES

Primary business outputs set for job)

Subject to supervision of progress & results;

1. With a freedom to allocate daily work priorities, complete allocated complex work activities & routines within customer required targets.
2. Achieve faultless end to end service activation to the full satisfaction of customers expectations through compliance to prescribed standards, practices and procedures.
3. Contribute towards Customer excellence rating targets by meeting customer service activation targets (CDD or work stage LFD), and resolve post implementation problems arising from original design or programming activities.
4. Keeping the customer informed with service delivery progress & completion to enable the customer to make an appropriate decisions.
5. Process customer requests by entering customer provided information into company system/s and by adhering to established procedures.
6. Provide operational statistical & progress information for inclusion in management reports.
7. Contribute to product integrity and reliability & end to end product performance excellence through proactive monitoring & actioning of product/network support systems etc.
8. Contribute to the company's financial well being through capturing and recording of relevant cost and time information & the timely completion of tasks assigned.
9. Comply with Telstra's legal and community obligations on HS&E and EEO policies & directions.
10. Adopt Telstra's Values, Operating Principles and Code of Conduct

---

### DIMENSIONS

(Size of job responsibilities)

#### Human Resource Responsibilities:-

Direct Line Reports [ 0 ]      Indirect Line Reports [ 0 ]      Others [ 0 ]

#### Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s      Impact is primarily limited to within the workgroup as work progress and results are supervised periodically before & after the fact, and escalation processes exist. Some aspects impact outside the workgroup in the activation & assurance performance of the product & other workgroups engaged in the activation & assurance end to end processes. Accordingly there is very small impact on overall product revenues & costs.

#### Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
  - An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
  - Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
  - An individual will be required to efficiently utilise materials and equipment in the execution of these functions
  - An individual will be required to correctly and accurately record fee for service charges in the relevant activation or assurance system for billing to the customer.
-

---

### **QUALIFICATIONS/EXPERIENCE**

An employee will be required to possess/obtain and maintain the relevant and applicable qualifications & licences to perform this function as deemed mandatory by regulatory and legal authorities and may need to possess/obtain and maintain a drivers licence as per individual job description statement.

### **QUALIFICATIONS/EXPERIENCE – DESIRABLE**

1. An employee at the fully competent level will demonstrate a high level of procedural and systemic proficiency in performing work functions and would be required to apply well developed broad technical skills, and on entering is required to have 2 - 4 years relevant experience in a number of the relevant functional areas defined in the job role, combined with specialised training, and/or completion of a series of relevant job related courses of a Certificate/Diploma, and possess' the following attributes.

- Good knowledge of relevant activation, installation, assurance & repair processes.
- Good interpersonal & communication skills, and self motivated.
- Sound technical knowledge of the relevant products, networks & systems.
- Developed abilities to plan, organise & complete work in accordance with customer defined targets.
- Able to Operate Screen Based Equipment

2. An occupant performing at this level will be required to present a high level of customer service behaviours, to take ownership and show initiative in the resolution of customer related issues and the provision of service.

3. The employee will be required to show a high level of initiative as a fundamental component in the delivery of service to customers and to operate in a team environment.

---

### **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

Good knowledge & experience in the delivery of quality customer service.

Experience, knowledge & skills in relevant operations & product support systems.

Sound customer service ethic.

Proven ability to work as part of a team.

Good communication skills

Good diagnostic, analytical, & organising skills

Good Computer skills

Well developed self management skills

---

### **COMMUNICATION SKILLS**

Good verbal communication skills.

Strong listening & questioning skills.

Very good listening skills.

Good customer consulting skills.

Ability to exercise tact and diplomacy.

Strong persuasive & influencing skills.

Good report writing skills.

---

**KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)**

Internal

Team members  
Team leader/supervisor  
NDC Ltd and C&C field staff  
NTG Operations Unit  
Sales and Customer service Staff

External

Customers

---

**WORK GROUP PURPOSE**

To deliver end to end premium service, for the relevant product(s), to efficiently meet customer expectations and service commitments whilst maximising product revenue.

---

JOB CODE J05294

## Technical Workstream Core Job Description

**Job Title:** Installer/Repairer  
**Work Stream / Band:** TW 5  
**Reports to (job title):** Team Leader

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup or Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under supervision & direction, and working within the relevant product /network procedures perform a full range of customer service delivery functions, and complete activities with a freedom to allocate day to day priorities, to meet customers expectations & service commitments.

Typically an individual performing this role would be required to undertake the installation/programming and repair/maintenance of complex services and networks and determine the course of action from a range of solutions.

Typical functions could include, but not exclusive to:

- Activation of complex new services across a range of products & services as requested by the customer.
- Installation and/or restoration & repair of complex customer services & networks to maintain product availability.
- Undertake "potentially" network & service interfering planned and complex activities associated to network & service infrastructure, maintenance and upgrades, within given time lines utilising standards, practices and procedures and the correct and expert use of instruments and tools remotely or from points within the network.
- Provision of complex product technical/operational information to satisfy internal & external customer needs.
- Provide complex product & network technical support to customer & exchange field groups within a region.
- May be required to undertake less complex project management (Tier 2 equivalent) of the customer solution implementation.
- Provide support & input for the improvement of regional activation & assurance processes and systems.
- Monitor customer commitment dates & process work orders in a timely manner on relevant operations support systems.

#### Highest Work Value Role (if applicable)

Role Nbr [     ]                      Percentage Workload [     ]

---

**ACCOUNTABILITIES**

(Primary business outputs set for job)

Subject to supervision of progress & results;

1. With a freedom to allocate daily work priorities, complete allocated complex work activities & routines within customer required targets.
2. Achieve faultless end to end service restoration, activation and installation to the full satisfaction of customers expectations through compliance to prescribed standards, practices and procedures.
3. Contribute towards Customer excellence rating targets by meeting customer service activation and/or assurance targets.
4. Keeping the customer informed with service delivery progress & completion to enable the customer to make an appropriate decisions.
5. Process customer requests by entering customer provided information into company system/s and by adhering to established procedures.
6. Provide operational statistical & progress information for inclusion in management reports.
7. Contribute to product integrity and reliability & end to end product performance excellence through proactive monitoring & actioning of product/network support systems etc.
8. Contribute to the company's financial well being through capturing and recording of relevant cost and time information & the timely completion of tasks assigned.
9. Comply with Telstra's legal and community obligations on HS&E and EEO policies & directions.
10. Adopt Telstra's Values, Operating Principles and Code of Conduct

---

**DIMENSIONS**

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [ 0 ]

Indirect Line Reports [ 0 ]

Others [ 0 ]

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s

Impact is primarily limited to within the workgroup as work progress and results are supervised periodically before & after the fact, and escalation processes exist. Some aspects impact outside the workgroup in the activation & assurance performance of the product & other workgroups engaged in the activation & assurance end to end processes. Accordingly there is very small impact on overall product revenues & costs.

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions
- An individual will be required to correctly and accurately record fee for service charges in the relevant activation or assurance system for billing to the customer.

---

## **QUALIFICATIONS/EXPERIENCE LEVEL**

An employee will be required to possess/obtain and maintain the relevant and applicable qualifications & licences to perform this function as deemed mandatory by regulatory and legal authorities and may need to possess/obtain and maintain a drivers licence as per individual job description statement.

Typical Applicable Licence could be AUSTEL cabling licence. Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement.

---

## **DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB**

1. An employee at the fully competent level will demonstrate a high level of procedural and systemic proficiency in performing work functions and would be required to apply well developed broad technical skills, and on entering is required to have 1 - 2 years relevant experience in a number of the relevant functional areas defined in the job role, combined with specialised training, and/or completion of a series of relevant job related courses of a Certificate/Diploma, and possess' the following attributes.
  - Good knowledge of relevant activation, installation, assurance & repair processes.
  - Good interpersonal & communication skills, and self motivated.
  - Sound technical knowledge of the relevant products, networks & systems.
  - Developed abilities to plan, organise & complete work in accordance with customer defined targets.
  - Able to Operate Screen Based Equipment
1. An occupant performing at this level will be required to present a high level of customer service behaviours, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
2. The employee will be required to show a high level of initiative as a fundamental component in the delivery of service to customers and to operate in a team environment.
3. Good knowledge & experience in the delivery of quality customer service.
4. Experience, knowledge & skills in relevant operations & product support systems.
5. Sound customer service ethic.
6. Proven ability to work as part of a team.
7. Good communication skills
8. Good diagnostic, analytical, & organising skills
9. Good Computer skills
10. Well developed self management skills

---

## **COMMUNICATION SKILLS**

Good verbal communication skills.

Strong listening & questioning skills.

Very good listening skills.

Ability to exercise tact and diplomacy.

Good report writing skills.

---

**KEY WORKING RELATIONSHIPS** (internal & external - Regular contacts only)

Internal

Team members  
Team leader/supervisor  
NDC Ltd and C&C field staff  
NTG Operations Unit  
Sales and Customer service Staff

External

Customers

---

**WORK GROUP PURPOSE**

To deliver end to end premium service, for the relevant product(s), to efficiently meet customer expectations and service commitments whilst maximising product revenue.

---

JOB CODE JOS295

## Technical Workstream Core Job Description

**Job Title:** Installer/Repairer  
**Work Stream / Band:** TW 3  
**Reports to (job title):** Team Leader

---

### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisational Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5: Workgroup / Centre Manager  
Level 6: This Job

---

### JOB PURPOSE

#### Primary Role

Under close supervision, & working within standard relevant product procedures and works instructions, perform a full range of functions and complete assigned regular & routine tasks and projects, to meet customers expectations & service commitments.

Typically an individual performing this role would be required to undertake prescribed diagnostics and programming of services and networks and determine the course of action from a limited range of solutions.

Typical functions could include, but not exclusive to:

- Testing, Repair and Maintenance of less complex faults on data & voice products, network & services (eg. DDN, SDN, Mobile Network, ISDN, Fax, Media & Broadcast services, distribution frame activities).
- Configuring, Installation & switching of less complex data & voice products, network & services (eg. DDN, SDN, Mobile Network, ISDN, Fax, Media & Broadcast services, distribution frame activities).
- Non-Network/service Interfering work on Switches, Transmission & Power Networks/Systems (eg. Alarm resets under control, module changes under direction, software reloads under control, regular test routines on power & communication networks & systems, network/CPE spares inventory testing/dispatch/control).
- Processing work orders on relevant operations support systems.

#### Highest Work Value Role (if applicable)

Role Nbr [       ]                      Percentage Workload [       ]

---

### ACCOUNTABILITIES (Primary business outputs set for job)

Subject to close supervision of progress & results;

1. Complete allocated work activities & routines within defined performance priorities & targets.



2. Achieve faultless end to end fault rectification and installations to the full satisfaction of customers expectations through compliance to prescribed standards, practices and procedures & the correct and proficient utilisation of instruments and tools from remote points or within the relevant network.
3. Contribute towards Customer excellence rating targets by meeting customer service activation and/or assurance targets.
4. Keeping the customer informed with service delivery progress & completion to enable the customer to make an appropriate decisions.
5. Process customer requests by entering customer provided information into company system/s and by adhering to established work instructions.
6. Contribute to product integrity and reliability & end to end product performance excellence through proactive monitoring of product/network support systems etc.
7. Contribute to the company's financial well being through capturing and recording of relevant cost and time information & the timely completion of tasks assigned.
8. Comply with Telstra's legal and community obligations on HS&E and EEO policies & directions.
9. Adopt Telstra's Values, Operating Principles and Code of Conduct

---

#### **DIMENSIONS**

(Size of job responsibilities)

##### Human Resource Responsibilities:-

Direct Line Reports [ 0 ]      Indirect Line Reports [ 0 ]      Others [ 0 ]

##### Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

##### Relationship to \$'s

Impact is limited to within the workgroup as work progress and results are supervised & escalation processes exist. Accordingly there is very small impact on overall product revenues & costs as work is completed against predetermined priorities.

##### Other: (if no \$'s indicator, other indication of relative size of responsibility)

- financial accountability consists of the value of own labour materials and equipment used per annum.
- An individual will be required to accurately record activity data related to labour and materials in the appropriate manner.
- Correct application of and compliance to policies, procedures and practices that will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

---

#### **QUALIFICATIONS/EXPERIENCE LEVEL**

An employee will be required to possess/obtain and maintain the relevant and applicable qualifications & licences to perform this function as deemed mandatory by regulatory and legal authorities and may need to possess/obtain and maintain a drivers licence as per individual job description statement.

Typical Applicable Licence could be AUSTEL cabling licence. Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (e.g Austel Licence)

---

## DEPTH/BREADTH OF EXPERIENCE/SKILLS REQUIRED TO PERFORM THE JOB

1. An employee at the top end of this level will demonstrate a high level of procedural and systematic proficiency in performing those functions and would be required to apply developed broad technical skills & experience in a number of functional areas as defined in the job role and posses the following attributes
  - Knowledge of relevant product activation, assurance & repair processes.
  - Good interpersonal & communication skills
  - Technical knowledge of the relevant products' systems.
  - Abilities to organise & complete work in accordance with assigned priorities.
  - Able to Operate Screen Based Equipment
  
1. An occupant performing at this level will be required to present a high level of customer service behaviours, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
  
2. The employee will be required to show initiative as a fundamental component in the delivery of service to customers and to operate in a team environment.
  
3. Knowledge & experience in the delivery of quality customer service.
  
4. Knowledge & skills in relevant operations & product support systems.
  
5. Sound customer service ethic.
  
6. An ability to work as part of a team.
  
7. Good communication skills
  
8. Basic analytical skills
  
9. Basic Computer skills
  
10. Organising & Self Management Skills

---

### COMMUNICATION SKILLS

Good verbal communication skills.

Effective listening and questioning skills.

Basic report writing skills.

---

### KEY WORKING RELATIONSHIPS (internal & external - Regular contacts only)

#### Internal

Team members

Team leader/supervisor

NDC Ltd and C&C field staff

NTG Operations Unit

Sales and Customer service Staff

#### External

Customers

---

### WORK GROUP PURPOSE

To deliver end to end premium service, for the relevant product(s), to efficiently meet customer expectations and service commitments whilst maximising product revenue.

---