

JOB CODE

J05296

Technical Workstream

Core Job Description

Job Title: Technical Specialist

Work Stream / Band: TW 10

Reports to (job title): 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, Various

Level 6: This Job

JOB PURPOSE

Primary Role

Under minimal direction, coordinate or undertake highly complex, specialised technical work in accordance with the functions of the particular group. This includes providing the highest level of specialist technical expertise and technical direction in order to diagnose and resolve complex faults associated with products and systems that are associated with the Telstra network.

Provide high level consultancy to all internal customers and selected external customers whilst always striving for "operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

Develop, as required, standard processes and procedures. Provide specialised training to subordinates through your coaching and mentoring skills. May be required to supervise a small project or work group.

Highest Work Value Role (if applicable)

Role Nbr []

Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

1. As determined, the production of timely, accurate technical consultancy advice or project inputs
2. Capacity to work effectively as a supervisor, technology specialist or project operative in order to produce agreed business outcomes.
3. To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks
4. To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems

5. To contribute to Operations budget management in relation to financial control in the Operations Work Centre.
6. To make a significant contribution to Operations Key Performance Indicators in relation to security management issues in planning changes to the network.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [Varies project by project]
 Indirect Line Reports [varies project by project]

Others [0]

Financial Accountabilities:-

Expenses:-

\$

Revenue:-

\$

Other:-

\$

Relationship to \$'s :

Contribution to capital investment or cost reduction through work outputs produced on either new product developments, or infrastructure or cost improvement projects undertaken can impact on the BU's business contribution and to Telstra EBIT outcomes

QUALIFICATIONS

Diploma or certificate in a suitable vocation or other qualifications/experience deemed suitable
 Highest level of technical expertise
 Demonstrated technical expertise and experience in activities associated Telstra's network elements, systems or equipment
 Highly developed planning, organising and change management skills
 Have a specialised knowledge and extensive experience in a specific technology or specialist area

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

- The highest specialised knowledge and understanding of at least one of the switching, transmission, Access or network services technologies, their support systems and related facilities and products. Highest level of technical expertise in Telstra
- Typically 15 years relevant experience in area of expertise, or commensurate proven knowledge & skills.
- A disciplined and logical approach in decision making processes
- Capacity to analyse complex issues and initiate appropriate solutions
- Promote a dynamic and competitive service environment.
- Be committed to achieving and maintaining an environment in which all staff are treated with fairness and equity, whose skills are fully utilised and diversity is valued in contributing to the ongoing success of Operations and Telstra.
- Have in depth knowledge of relevant Standard Procedures.
- Have good leadership and lateral thinking skills
- Embraces change as an opportunity to always strive for significant improvement.

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

Internal:

Supervisors, line managers and peer technologists in Operations
Supervisors and technologists and customer facing staff in other Telstra business groups:
Intercarrier Business Group
Telstra Business Solutions
Commercial and Consumer
NITI and Network products

External

Equipment manufacturers and vendors
ND&C, and install contractors
Telstra Customers
International Carriers

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and Access technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE J05297

Technical Workstream Core Job Description

Job Title: Team Leader
Work Stream / Band: TW 10
Reports to (job title): 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, Various
Level 6: This Job

JOB PURPOSE

Primary Role

1. As a key member of the Operations team, the role is to lead a team of technologists in the operation and maintenance of the Telstra network. This includes embracing a range of technologies, products and / or work functions encountered in the Telstra telecommunications network. As directed ensure Telstra HR functions are carried out.

Provide highest level consultancy to all internal customers and selected external customers whilst always striving for "operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

2. You will lead the team in the development of strategies, tools and people in order that the network exceeds expectations of our customers, whilst continually decreasing costs to below "world's best practices".

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

To make significant contribution to Operations Key Performance Indicators in relation to performance of the switching, transmission, Access and Network Services elements in the national, international, intercarrier and emerging networks and systems which impact directly on our customers.

To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks

To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems

To contribute to Operations budget management in relation to financial control in the Operations Work Centre.

To make a significant contribution to Operations Key Performance Indicators in relation to security management issues in planning changes to the network.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [10-20]

Indirect Line Reports []

Others []

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s :

This job impacts directly and in a significant way on the effective operation of the network and its revenue earning capability

QUALIFICATIONS

- 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
-

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

The specialised level of knowledge and understanding of at least one of the switching, transmission, Access or network services technologies, their support systems and related facilities and products.

Typically 15 years relevant experience in area of expertise, or commensurate proven knowledge & skills.

A disciplined and logical approach in decision making processes

Capacity to analyse complex issues and initiate appropriate solutions

Promote a dynamic and competitive service environment.

Be committed to achieving and maintaining an environment in which all staff are treated with fairness and equity, whose skills are fully utilised and diversity is valued in contributing to the ongoing success of Operations and Telstra.

Have in depth knowledge of relevant Standard Procedures.

Have good leadership and lateral thinking skills, together with knowledge of Telstra HR policies & procedures

Embraces change as an opportunity to always strive for significant improvement.

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written.

Demonstrated ability to effectively communicate with a team of technologists and to maintain focus on the required goals

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

Supervisors, line managers and peer technologists in Operations

Supervisors and technologists and customer facing staff in other Telstra business groups:

Intercarrier Business Group
Telstra Business Solutions
Commercial and Consumer
NITI and Network products

External

Equipment manufacturers and vendors
ND&C and install contractors
Telstra Customers
International Carriers

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and Access technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE 505299

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 10
Reports to (job title): 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

Under minimal direction, coordinate or undertake highly complex, specialised technical work in accordance with the functions of the particular group. This includes providing the highest level of specialist technical expertise and technical direction in order to diagnose and resolve complex faults associated with products and systems that are associated with the Telstra network.

Provide high level consultancy to all internal customers and selected external customers whilst always striving for "operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

Develop, as required, standard processes and procedures. Provide specialised training to subordinates through your coaching and mentoring skills. May be required to supervise a small project or work group.

Highest Work Value Role (if applicable)

Role Nbr []

Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

As determined, the production of timely, accurate technical consultancy advice or project inputs

Capacity to work effectively as a supervisor, technology specialist or project operative in order to produce agreed business outcomes.

To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks

To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems

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

Internal:

Supervisors, line managers and peer technologists in Operations
Supervisors and technologists and customer facing staff in other Telstra business

groups:

Intercarrier Business Group
Telstra Business Solutions
Commercial and Consumer
NITI and Network products

External

Equipment manufacturers and vendors
ND&C, and install contractors
Telstra Customers
International Carriers

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and Access technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE JO5302

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 9
Reports to (job title): 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, Various
Level 6: This Job

JOB PURPOSE

Primary Role

1. As a member of the Operations team, this role provides specialist technical skills required for the operation and maintenance of the Telstra network. This includes providing specialised technical support in the investigation and rectification of complex faults and routines associated with products and systems that are associated with the Telstra network.

Provide specialised consultancy to all internal customers and selected external customers whilst always striving for "operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

2. Develop, as required, standard processes and procedures. Provide specialised training to subordinates through your coaching and mentoring skills. May be required to supervise a small project or work group.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

1. To make major contribution to Operations Key Performance Indicators in relation to performance of the switching, transmission, Access and Network Services elements in the national, international, intercarrier and emerging networks and systems which impact directly on our customers.
2. To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks
3. To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems
4. To contribute to Operations budget management in relation to financial control in the Operations Work Centre.
5. To make major contribution to Operations Key Performance Indicators in relation to security management issues in planning changes to the network.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

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

Relationship to \$'s In an indirect sense the contribution in maintaining and enhancing network will impact upon Telstra's revenue.

QUALIFICATIONS

Typically;

- Diploma or certificate in a suitable vocation or other qualifications/experience deemed suitable
- Well developed planning, organising and change management skills
- Detailed knowledge and experience in specific technology or specialist area

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

- A detailed knowledge and understanding of at least one of the switching, transmission, Access, or network services technologies, their support systems and related facilities and products.
- Typically 10 to 15 years relevant experience in area of expertise, or commensurate proven knowledge & skills.
- A disciplined and logical approach in decision making processes
- Ability to translate and interpret complex information
- Promote a dynamic and competitive service environment.
- Be committed to achieving and maintaining an environment in which all staff are treated with fairness and equity, whose skills are fully utilised and diversity is valued in contributing to the ongoing success of Operations and Telstra.
- Have in depth knowledge of relevant Standard Procedures.
- Have good leadership and lateral thinking skills
- Embraces change as an opportunity to always strive for significant improvement.

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

Internal: Supervisors, line managers and peer technologists in Operations
Supervisors, technologists and customer facing staff in other Telstra business groups:

Intercarrier Business Group
Telstra Business Solutions
Commercial and Consumer
NITI and Network products

External: ND&C, Install contractors
Vendors
Telstra Customers
International Carriers

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and Access technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE J05303

Technical Workstream Core Job Description

Job Title:: Technical Specialist

Work Stream / Band: TW 9

Reports To: Technology / Project Manager or Team Leader
/Product Infrastructure 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

As a Technical Specialist, responsible for coordinating or undertaking complex, specialised technical work in accordance with the functions of the particular group associated with the technical definition and implementation of new or changing network infrastructure elements, customer products and services in network systems, to support new marketing initiatives.

Typical Functions that could be performed are:

Typically the functions would cover the roles of a Technical Specialist/ Development and Integration Specialist.

The occupant of this job would be expected to concurrently perform project tasks covering one or more of the typical work functions outlined below -

Perform or participate in complex, specialised technical investigations to determine/confirm system and design standards and performance parameters for new or existing products, platforms and associated network equipment technologies, software and systems.

Develop and evaluate software and hardware enhancements to platforms, systems and network equipment, including participation in the approval processes.

Provide input into and maintain technical documentation including specifications, tender schedules, technical recommendations, design guidelines, application guidelines, implementation plans, and testing & commissioning guidelines.

Liaise with and provide highly complex technical advice, recommendations and consultancy on system applications, equipment and product issues to BU technical client areas and/or management.

Liaise with professional and technical staff at National and Regional levels, and with Contractors, to arrange and/or participate in acceptance testing of products and equipment, including coordination of model & field trials, analysis of results, and verification of new products and platform enhancements.

Lead and/or participate in investigations, and work with suppliers and relevant Telstra groups, to facilitate improvements in equipment/software performance, including feasibility and cost studies.

Focus on the specification of network technology functionality, cross feature and product interactions, signalling interfaces for both inter/intra network and customer access, charging and operational needs would be required.

As Development and Integration Specialist you may typically perform the following:

Undertake or participate in complex studies for the development of technical design requirements for new infrastructure developments, necessary to provide features to support or enhance existing and new products. In particular,

Assist in the development of standards and facilities for features working in network systems (Standards Australia, ETSI, ITU) and the underpinning feature/product infrastructure needs.

Undertake feasibility studies for new products and features or enhancements to existing facilities and equipment.

Participate in the development of technical design requirements for the infrastructure development necessary to support other carriers/service providers, products and services carried on Telstra's networks.

Development of draft technical positions on Regulatory issues to support Telstra propositions (eg. ACIF).

Undertake feasibility studies for new products and features or enhancements to existing facilities and equipment.

Provide network technology inputs, which may be of a complex nature, to product process design and function location with a technology independent view.

Provide and maintain product related technical documents and provide technical input to the procedural documentation required by Operations and Maintenance personnel.

Produce product testing documentation.

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results:

As determined by the Technology Manager, Product Infrastructure Manager, Project Manager, or Team leader, production of timely, accurate technical consultancy advice or project inputs (in both written or oral form).

Capacity to work effectively as a Team Leader, technology specialist or project operative in order to produce agreed business outcomes.

DIMENSIONS (ie. Size of job responsibilities).

Human Resources Responsibilities:

Direct Line Reports [varies project-by-project] Indirect Line Reports [varies project-by-project] Other [0]

Financial Responsibilities: (Include estimated extent of the financial accountabilities and/or impact by job).

Primary Shared Contributory Remote

Expenses:

\$ - \$000's

Revenue:

\$ - \$000's

Other:

Contribution to capital investment or cost reduction initiatives through work outputs produced on either new product developments, or infrastructure or cost improvement projects undertaken can impact on the BU's business contribution and to Telstra EBIT outcomes.

QUALIFICATIONS

Typically a Degree / Diploma or other appropriate qualification and/or relevant experience.

DESIRABLE

Work Related Experience:

Specialised theoretical knowledge and understanding and practical experience as a technical specialist, team leader, operative or team member on complex projects or work activities associated with the planning, specification, design, development, operations or maintenance of telecommunications networks, systems, products or equipment is required.

Technical Expertise & Experience:

High level of technical specialist knowledge in a specified range of Telstra's network technologies, systems or equipment is essential.

Demonstrated technical expertise and experience in activities such as: the specification, design, development, evaluation, implementation and testing, commissioning or operations & maintenance work functions associated with Telstra's network elements, systems or equipment is essential.

A comprehensive working knowledge of Telstra's organisational processes, including technical, operational and product requirements is highly desirable.

Personal Attributes & Skills:

Proven ability to comprehend and interpret complex technical concepts and a capacity for analytical thinking and multi-faceted decision making within broadly prescribed business or project parameters is essential.

Well developed written and oral communications skills are highly desirable. Practical experience in negotiating and in making presentations to technical audiences, including vendors, is also highly desirable.

Proven ability to work as an individual, with good self-management and work organisation skills are essential.

Demonstrated capacity to work harmoniously as a member of a multi-disciplinary team and to establish effective work relationships, including as the designated Team or Project Leader, is essential.

Good personal tact, discretion, judgement and interpersonal skills are essential.

Some knowledge and experience in leading, guiding or mentoring junior staff members is desirable.

KEY WORKING RELATIONSHIPS

Internal Relationships & Reason for contact

Technology Manager/Team Leader

Product Infrastructure Manager

Product Specialists

Service Managers

Project Manager:

Work direction & day-to-day project supervision/

Other Team Leaders and/or Telstra Business Unit representatives:

Project work inputs, technical consultation and/or advice.

External Relationships

Equipment manufacturers & vendors:

Product or technology issues.

WORK GROUP PURPOSE

JOB CODE J05304

Technical Workstream Core Job Descriptions

Job Title: Technology Specialist
Work Stream / Band: TW 9
Reports to (job title): Team Leader or 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

Provides subject matter expertise in a specialist field at a National or Regional level.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

Provides advice as SME in field of expertise
Carry out investigation and analysis
Prepare technical documents, reports and papers
Carry out audits on processes to ensure compliance with standards
Administer contracts and/ or negotiate with contractors and authorities on standards
Engage in works to protect the network infrastructure, staff and the public.
Provide "Train the trainer" packages and/ or training to the field in SME area

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 Contributory or Technology \$ Budget

QUALIFICATIONS

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.

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

Qualifications and/ or experience in :

- Network technology and infrastructure
- Project management
- extensive experience in relevant technical field of speciality
- writing of technical papers and standards documents

COMMUNICATION SKILLS

The ability to influence management, staff and others (including outside bodies) in standards, processes work practices

The ability to explain solutions to complex technical problems to staff

The capacity to give instructional advise to field staff in the application of new technologies and practices

Report writing abilities

Negotiation skills in order to obtain the best outcomes for Telstra when dealing with contractors and outside bodies

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

Supervisor/First Line Manager

Peers

Field staff

Contractors and authorities

WORK GROUP PURPOSE

JOB CODE JO5305

Technical Workstream Core Job Description

Job Title: Technical Specialist (Planning)
Work Stream / Band: TW 9
Reports to (job title): Manager, Area Planning

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

Prepare plans and project briefs for the Customer Access Network, network sites, buildings, equipment layout, air conditioning and power, taking into consideration alternative options, customer demand for service, future network architectures, forecast product demand, economics, competitive advantage, reduction in product unit costs and regulatory requirements. The role will ensure that environmental impacts of plans and project briefs are avoided or minimised.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

Develop Access Transport Plans (ATPs).

Act as the "Owners Agent" for all network within the area and scope of responsibility. Manage site development issues including the building, power, air conditioning and space allocations. Undertake regular audits of strategic and LAS sites to ensure the robustness of the total network.

Interwork with other IP&D Regional and National groups (eg P&IP) to ensure the integration of Switching, Transmission Network Infrastructure, Area and Access plans.

Brief projects or work orders for rollout either via the CMU to external contractors or for direct release to internal Implementation Agencies for detailed design and construction.

Work with the CMU in creation and management of Contract Packages and Separable portions.

Prepare business cases for complex network investment evaluations.

Prepare macro material forecasts for vendors.

Provide specialist advice and recommendations for complex aspects of access technology, systems and processes.

Maintain databases of record for access, network, financial and contracting systems as required.

Assist in the development of standard configurations, processes and conformance with the Region's ISO9001 accreditation.

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

QUALIFICATIONS

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.

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

Knowledge relevant to the position (20%)

An understanding of the role, responsibilities and disciplines involved in the group.

Understanding of local organisation units, Customer Business Units, external contractor roles, functions and Business Requirements.

In depth knowledge of the Customer Access Network, Site and Buildings, Technology, Systems, Processes and Network Development rules.

General knowledge of switching, transmission, buildings, network planning, dimensioning and network integration.

Understanding of the impact of external regulation on Telstra.

Productivity and Teamwork (30%)

Ability to get things done and take responsibility for achieving results.

Ability to participate in decisions on technology and target setting.

Ability to contribute to staff development and interwork with team members.

Technical and Business Skills (20%)

Ability to develop network plans and integrate Area & CAN technology, systems, processes, customer demands, CBU and operational requirements to meet business objectives.

Ability to prepare investment proposals and business cases.

Ability to assist in the management of Area programmes and projects.

A reasonable level of computer literacy is desirable as is the possession of a current driver's licence.

COMMUNICATION SKILLS

Ability to communicate effectively with people at various levels both within and outside the company.

Exhibit technical competence and judgement.

Able to perform reliably with limited supervision.

Demonstrate a clear customer focus.

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

IP&D Planners
Contract Management Unit and contract managers.
Construction Project Managers
Construction Designers
National process owners
Customer account execs and communication consultants and Managers
Service Delivery Managers and staff

WORK GROUP PURPOSE

To deliver network infrastructure (access, buildings, switching and transmission) to meet customer and product needs and corporate goals in a timely manner through the preparation of plans, supporting systems, preparation of project briefs and the management of the investment programme.

Team based relationships required with internal staff, customers and suppliers to deliver required infrastructure.

JOB CODE J05307

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 8
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

As a member of the Operations team, this role takes a leading role in the operation and maintenance of the Telstra network. This includes providing specialised technical support in the investigation and rectification of complex faults and routines associated with products and systems that are associated with the Telstra network.

Provide "Customer Intimacy" to all internal customers and selected external customers whilst always striving for "Operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- To contribute to Operations Key Performance Indicators in relation to performance of the switching, transmission, Access and Network Services elements in the national, international, intercarrier and emerging networks and systems which impact directly on our customers.
- To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks
- To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems
- To contribute to Operations budget management in relation to financial control in the Operations Work Centre.
- To contribution to Operations Key Performance Indicators in relation to security management issues in planning changes to the network.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:-\$

Revenue:-\$

Other:-\$

Relationship to \$'s : As this role operates at a higher level, there is a more obvious relationship to it and the revenue earning capacity of the network. However, it would still be seen as indirect.

QUALIFICATIONS

- Diploma or certificate in a suitable vocation or other qualifications/experience deemed suitable
 - Have a specialised knowledge and broad experience in a specific technology or specialist area
-

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

- A specialised knowledge and understanding of at least one of the switching, transmission, Access or network services technologies, their support systems and related facilities and products.
 - Typically 10 years relevant experience in area of expertise, or commensurate proven knowledge & skills.
 - Disciplined and logical approach in decision making process
 - Ability to make sound decisions
 - Promote a dynamic and competitive service environment.
 - Be committed to achieving and maintaining an environment in which all staff are treated with fairness and equity, whose skills are fully utilised and diversity is valued in contributing to the ongoing success of Operations and Telstra.
 - Have in depth knowledge of relevant Standard Procedures.
 - Have leadership and lateral thinking skills
 - Embraces change as an opportunity to always strive for significant improvement.
-

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

Internal:

Supervisors, line managers and peer technologists in Operations
Supervisors and technologists and customer facing staff in other Telstra business groups:
Intercarrier Business Group
Telstra Business Solutions
Commercial and Consumer
ND&C, NITI and Network products

External: May have limited contact without outside vendors and customers
ND&C and install contractors.
Telstra Customers
International Carriers

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and Access technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE

J05308

Technical Workstream

Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 8
Reports to (job title): Regional Data 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:

As a key member of the Regional Data management Section in N&ITI Regions, the TRANSMISSION & ACCESS REGIONAL DATA COORDINATOR is responsible for the maintenance of data in MULTIMAN, CPR, and TRAC and alignment with other Telstra systems which store network and customer data(ie. NPAMS, MITS).

Provide subject matter expertise in Transmission and Access databases especially Multiman , TRAC, MITS , CPR, and NPAMS to support implementation of the Transmission Data Recording Strategy (Policy No 006870). Monitor data quality and provide performance reports to other work groups who directly affect data quality.

Continual monitoring and auditing of Multiman , TRAC, MITS , CPR, and NPAMS to ensure data quality is maintained at or above levels specified by the business. Provide direction, advice and assistance to NDC, NOU, N&ITI and C&C staff in relation to data correction and service restoration activities.

Responsible for the identification of error situations and identify corrective action in processes, alignment with other systems and initiate field validation to determine errors as well as the correction of all errors as they are identified.

Highest Work Value Role (if applicable)

Role Nbr []

Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Data management and data quality in MULTIMAN, CPR, and TRAC and alignment with other Telstra systems which store network and customer data(ie. NPAMS, MITS).
2. Primary processes supported are Access network planning and provision and transmission network planning and provision within the N&ITI Region.
3. Identify both procedural and system faults causing data corruption.

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

1. High degree of network knowledge in core systems eg: MULTIMAN, TRAC, MITS, CPR and NPAMS
2. An expert knowledge of the errors that occur in core systems and the causes.
3. The ability to perform root cause analysis to determine the causes of data quality issues.
4. The ability to convey data quality solutions to staff performing data correction activities.
5. An expert knowledge of the provisioning process as it relates to core Transmission and Access databases of record.

COMMUNICATION SKILLS

Ability to work and negotiate with people at different levels and across business units.

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

- Regional Data Manager
- Multiman, TRAC, CPR, MITS, and NPAMS Business Unit Project Managers in ND&PC, NOU, and C&C.
- Users of transmission and access network data across all business units in the Region.

WORK GROUP PURPOSE

The prime purpose of the Network & IT Infrastructure Unit is to manage and define for Network & Access, the investment activities of the Network & Technology Group

JOB CODE J05309

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 8
Reports To: Team Leader or Technology / Project Manager,

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

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

JOB PURPOSE

Primary Role

Under general direction, undertake specialised technical work in accordance with the functions of the particular group, and embracing a range of technologies, products and/or work functions encountered in the Telstra telecommunications network environment.

Typical Functions that could be performed are:

The occupant of this job would be expected to perform project tasks covering one or more of the typical work functions outlined below -

Perform or participate in specialised technical investigations to confirm system and design standards and performance parameters for products, platforms and associated network equipment technologies, software and systems.

Evaluate software and hardware enhancements to platforms, systems and network equipment.

Provide input into technical documentation including specifications, technical recommendations, application guidelines, implementation plans, and testing & commissioning guidelines.

Liaise with and provide technical advice on system applications, equipment to BU technical client areas.

Participate in acceptance testing of products and equipment of model including field trials and analysis of results.

Participate in investigations, and work with suppliers and relevant Telstra groups, to facilitate improvements in equipment/software performance.

Other duties as specified, consistent with the functions of the work group.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results:

- As determined by the Technology Manager, Project Manager, or Team leader, production of timely, accurate technical consultancy advice or project inputs (in both written or oral form).
- Capacity to work effectively as a Team Member, technology specialist or project operative in order to produce agreed business outcomes.

DIMENSIONS (ie. Size of job responsibilities).

Human Resources Responsibilities:

Direct Line Reports [NIL] Indirect Line Reports [NIL] Other [0]

Financial Responsibilities: (Include estimated extent of the financial accountabilities and/or impact by job).

Primary Shared Contributory Remote

Expenses:

\$ - \$000's

Revenue:

\$ - \$000's

Other:

Contribution to capital investment or cost reduction initiatives through work outputs produced on either new product developments, or infrastructure or cost improvement projects undertaken can impact on the BU's business contribution and to Telstra EBIT outcomes.

QUALIFICATIONS

Degree / Diploma or other appropriate qualification and/or relevant experience.

Work Related Experience:

- Practical experience as a technical specialist, operative or team member on projects or work activities associated with the planning, specification, design, development, operations or maintenance of telecommunications networks, systems, products or equipment is required.

Technical Expertise & Experience:

- Technical knowledge in a specified range of Telstra's network technologies, systems or equipment is essential.
- Demonstrated technical expertise and experience in activities such as: development, evaluation, implementation and testing, commissioning or operations & maintenance work functions associated with Telstra's network elements, systems or equipment is essential.
- A good working knowledge of Telstra's organisational processes, including technical, operational and product requirements is desirable.

Personal Attributes & Skills:

- Proven ability to comprehend and interpret complex technical concepts and a capacity for analytical thinking and multi-faceted decision making within broadly prescribed business or project parameters is essential.
 - Well developed written and oral communications skills are highly desirable. Practical experience in negotiating and in making presentations to technical audiences, including vendors, is also highly desirable.
 - Proven ability to work as an individual, with good self-management and work organisation skills are essential.
 - Demonstrated capacity to work harmoniously as a member of a multi-disciplinary team and to establish effective work relationships, including as the designated Team or Project Leader, is essential.
 - Good personal tact, discretion, judgement and interpersonal skills are essential.
 - Some knowledge and experience in leading, guiding or mentoring junior staff members is desirable.
-

KEY WORKING RELATIONSHIPS

Internal Relationships & Reason for contact

Technology Manager/Team Leader:

Project allocations & related employment issues.

PDRP (including T&D Plans) and career planning consultations.

Project Manager:

Work direction & day-to-day project supervision.

Other Team Leaders and/or Telstra Business Unit representatives:

Project work inputs, technical consultation and/or advice.

External Relationships

Equipment manufacturers & vendors:

Product or technology issues.

WORK GROUP PURPOSE

JOB CODE J05310

Technical Workstream Core Job Description

Job Title: Technology Specialist

Work Stream / Band: TW 8

Reports to (job title): Team Leader or 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

Provide technical expertise in area of speciality to Regional and National managers and staff.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

- Investigation of complex and difficult technical issues effecting network performance
- Develop test procedures for the field and evaluate new equipment
- Provide "train the trainer" packages and/ or a level of training and instruction to the field in SME area
- Liaise with suppliers in the development and introduction of new products
- Make recommendations to management in area of expertise
- Carry out audits as appropriate
- Undertake project/ contract management as directed

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 Contributory on Technology budget

QUALIFICATIONS

Typically a Technology Certificate / Diploma or other appropriate qualifications and experience.

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

5- 10 years experience in:

- Network Technology network equipment and components
 - Network testing and investigation
 - Technical report writing
 - Computer and SOE literacy
-

COMMUNICATION SKILLS

- Ability to communicate solutions to technical problems to field staff
 - Report writing skills
 - Ability to influence management decisions on technology usage
 - Ability to make sound recommendations of change
-

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

- Team Leader or Manager L5
 - Peers
 - Field staff
 - Authorities, contractors, customers and suppliers
-

WORK GROUP PURPOSE

Technical Workstream

Core Job Description

Job Title: Technical Specialist

Work Stream / Band: TW 8

Reports to (job title): Team Leader or Manager, NSW Country Area Planning

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

To plan and develop the access network, sites, buildings, equipment layout, air conditioning and power for a defined geographical area of NSW in accordance with corporate strategy and customer requirements, and to prepare project briefs to enable design and construction of required infrastructure

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- Carry out complex Area Planning,(Access, power, sites and building services) functions, both independently and as a team member
- Carry out proactive planning in developing and recommending integrated solutions to detected network shortfalls.
- Participate as a team member in the preparation of Access Transport Plans.
- Carry out business studies and prepare investment proposals
- Act as a "Project Officer" by preparing and issuing project briefs and implementation advices and monitoring project rollout and participating in project control process.
- As part of a team, manage and participate in the Infrastructure Shortfall Advice Process, providing timely and accurate responses.
- Access, report on, and maintain as necessary data bases of reference (DEVFORE, CABCOUNT, CPR, NPAMS, PIMS, ECPLAN, MAPINFO, SIS, etc)
- Provide feedback on standard planning rules and process preparation and variation.
- Participate as a part of a team in the preparation of budgets and ensure ECPLAN is maintained.

Productivity & Team-work (Rating 25%)

- Ability to get things done and take responsibility for achieving results both individually and as part of a team.
- Exhibit competence and ethical integrity in carrying out activities associated with the position.
- Demonstrate the ability to participate in formulating management decisions; accept and support implementation of the outcomes;
- Actively support Telstra values

Communication (Rating 15%)

- Ability to communicate and negotiate effectively on technical and financial matters with people both within and outside the Corporation.

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

IM&O planning groups

C&C Service Regional groups

Contract Management Unit and contractors

Account Executives and Communications Consultants

Developers

WORK GROUP PURPOSE

To deliver network infrastructure capacity and capability (access , power, building services) to meet customer and product needs and corporate goals in a timely manner through the preparation of plans and project briefs, and the effective management of the investment programme.

Relationships are required with P&IP-N (IP&D), IP&D Regional Sections, and implementation agents to deliver infrastructure.

JOB CODE J05312

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 7
Reports to (job title): Manager Level 5

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

1. Primary Role

As a member of the Operations team, the role has a contributory responsibility for the operation and maintenance of the Telstra network. This includes providing specialised technical support in the investigation and rectification of more complex faults and routines associated with products and systems that are associated with the Telstra network.

Provide "Customer Intimacy" to all internal customers and selected external customers whilst always striving for "Operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

- To contribute to Operations Key Performance Indicators in relation to performance of the switching, transmission, Access and Network Services elements in the national, international, intercarrier and emerging networks and systems which impact directly on our customers.
- To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks
- To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems
- To contribute to Operations budget management in relation to financial control in the Operations Work Centre.

- To contribution to Operations Key Performance Indicators in relation to security management issues in planning changes to the network.
-

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

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

Relationship to \$'s : Indirect relationship to revenue as high level fault maintenance reflects on the effectiveness of the network

QUALIFICATIONS

Typically;

- Diploma or certificate in a suitable vocation or other qualifications/experience deemed suitable
- Have a specialist knowledge and experience in specific technology or specialist area

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

- A detailed knowledge and understanding of at least one of the switching, transmission, Access or network services technologies, their support systems and related facilities and products.
 - Typically 5 to 10 years relevant experience in area of expertise, or commensurate proven knowledge & skills.
 - Ability to make sound decisions
 - Promote a dynamic and competitive service environment.
 - Be committed to achieving and maintaining an environment in which all staff are treated with fairness and equity, whose skills are fully utilised and diversity is valued in contributing to the ongoing success of Operations and Telstra.
 - Have a good knowledge of relevant Standard Procedures.
 - Have leadership and lateral thinking skills
 - Embraces change as an opportunity to always strive for significant improvement.
-

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

- Internal:** Supervisors, line managers and peer technologists in Operations
Supervisors, technologists and customer facing staff in other Telstra business groups:
Intercarrier Business Group
Telstra Business Solutions
Commercial and Consumer
NITI and Network products
- External:** May have limited contact without outside vendors and customers
ND&C
Telstra Customers
-

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and Access technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE J05313

Technical Workstream Core Job Descriptions

Job title: Technical Specialist
Work Stream / Band: TW 7
Reports to (job title): Team Leader or Project Manager

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

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

JOB PURPOSE

Primary Role

Under supervision, undertake technical work in accordance with the functions of the particular group, and embracing a range of technologies, products and/or work functions encountered in the Telstra telecommunications network environment.

Typical Functions that could be performed are:

The occupant of this job would be expected to perform project tasks covering one or more of the typical work functions outlined below -

Participate in technical investigations to confirm system and design standards and performance parameters for products, platforms and associated network equipment technologies, software and systems.

Evaluate software, data and hardware enhancements to platforms, systems and network equipment.

Liaise with and provide technical advice on system applications, equipment to BU technical client areas.

Participate in acceptance testing of products and equipment including model & field trials and analysis of results.

Participate in investigations, and work with suppliers and relevant Telstra groups, to facilitate improvements in equipment/data/ software performance.

Other duties as specified, consistent with the functions of the work group.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results:

As determined by the Technology Manager, Project Manager, or Team leader, production of timely, accurate technical consultancy advice or project inputs (in both written or oral form). Capacity to work effectively as a Cell Leader, technology specialist or project operative in order to produce agreed business outcomes.

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

QUALIFICATIONS

MANDATORY

Degree / Diploma or other appropriate qualification and/or relevant experience.

DESIRABLE

Work Related Experience:

Knowledge and understanding and practical experience as a technical specialist or operative on projects or work activities associated with the development, operations or maintenance of telecommunications networks, systems, products or equipment is required.

Technical Expertise & Experience:

Limited technical knowledge in a specified range of Telstra's network technologies, systems or equipment is essential.

Demonstrated experience in activities such as: evaluation, implementation and testing, commissioning or operations & maintenance work functions associated with Telstra's network elements, systems or equipment is essential.

A basic knowledge of Telstra's organisational processes, including technical, operational and product requirements is desirable.

Personal Attributes & Skills:

Proven ability to comprehend and interpret technical concepts and a capacity for analytical thinking and decision making within prescribed business or project parameters.

Well developed written and oral communications skills.

Experience in negotiating and in making presentations to technical audiences, including vendors is also desirable.

Ability to work as an individual, with good self-management and work organisation skills are essential.

Capacity to work harmoniously as a member of a multi-disciplinary team and to establish effective work relationships

Good personal tact, discretion, judgement and interpersonal skills are essential.

Some knowledge and experience in leading, guiding or mentoring junior staff members is desirable.

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

COMMUNICATION SKILLS

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

Internal Relationships & Reason for contact

Technology Manager/Team Leader:

Project allocations

Project Manager:

Work direction & day-to-day project supervision.

Other Team Leaders and/or Telstra Business Unit representatives:

Project work inputs, technical consultation and/or advice.

External Relationships

Equipment manufacturers & vendors:

Product or technology issues.

WORK GROUP PURPOSE

JOB CODE JO5314

Technical Workstream Core Job Description

Job Title: Technology Specialist
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: Manager
Level 6: This Job

JOB PURPOSE

Primary Role

To provide technical expertise in a specialist field and to investigate and provide solutions to difficulties with network technology in field of expertise.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

Under technical direction or as part of a technical team:

- carry out investigations and provide reports/ recommendations
 - Participate in field trials and tests
 - Maintain databases
 - Liaise with suppliers, authorities and manufacturers.
-

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 Remote to Technology Budget

QUALIFICATIONS

Typically basic trade qualifications in Telecommunications or similar field

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

3- 7 years experience in:

- Telecommunications Technology and Infrastructure elements
- Issue identification and investigations
- Working under Technical direction in specific field

COMMUNICATION SKILLS

- Ability to provide a level of training and instruction to field staff in the introduction and application of specific technologies
- Ability to influence Band 10 in recommendations association with Project
- Write reports and assist with the development of Work Instructions

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

- Band 10 Team Leader
- Peers
- Field staff
- Customers
- Authorities, contractors, suppliers and manufacturers.

WORK GROUP PURPOSE

JOB CODE J05315

Technical Workstream Core Job Description

Job Title: Technical Specialist (Planning)
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 direction the Network Engineer prepares infrastructure plans and issues necessary briefs for infrastructure investment to Implementation Agents for core/access network infrastructure as required to meet customer needs for growth and new products in a timely manner.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Prepare Plans for the core network ensuring capacity to meet demand of projected growth and new product deployment through adhering to Network Development Rules.
 2. Maintain Data Bases of Record's (DBoR's) for Network Plans for example SIS, NRM and SIM by recording planned and completed activities.
 3. Ensure that core network infrastructure is delivered with the required lead times by briefing projects to relevant Implementation Agents in a timely manner and by monitoring their progress using PROJSYS and direct contact with Implementation Agent project management staff.
-

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:- Assist in the achievement of \$1 - 6M of annual network investment
Revenue:- \$
Other:- \$

Relationship to \$'s

QUALIFICATIONS

Professional qualifications admitting to graduate membership of the Institution of Engineers Australia, desirable.

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

An ability to work with people - to relate well to others, participate and contribute to a team effort and to be supportive and open to views of others.

A commitment to customer service - a focus on delivering quality service, to understand and be responsive to customer needs, to exceed their expectations.

Effective self management - takes responsibility, set goals, have an awareness of own abilities, apply good time management practice.

Well developed communication and interpersonal ability - articulate and concise, confident manner, influential style, positive attitude.

An orientation towards achieving results - use initiative, have ability to plan and organise, adaptable to change.

Capacity to manage information and make decisions - quick to understand, innovative, realistic and constructive, confident of own ability.

Commercially relevant technical expertise - sound academic results, a business focus, related interests and experience.

COMMUNICATION SKILLS

Well developed communication and interpersonal ability - articulate and concise, confident manner, influential style, positive attitude

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

N&ITI Planners
Construction Project Managers
Construction Designers
National process owners
Customer Account Execs

WORK GROUP PURPOSE

To deliver access/core network infrastructure (switching and transmission) to meet customer and product needs and corporate goals in a timely manner through the preparation of plans, supporting systems, preparation of project briefs and the management of the investment programme.

Team based relationships required with NPP, NIP-N, N&ITI, regional and NIP-Southern and implementation agent to deliver IEN infrastructure

Infrastructure process development and systems development ongoing. Systems used for example SIS, SIM, NRM, TRAC.

Role to maintain network integrity in plans.

Technology leadhouse carried by each and every officer in NIP-R.

All work segments (LAS, RAU, Number Range Management, Systems, Transmission) are resource limited. Continual review and re-prioritisation is essential to complete and achieve cell goals.

JOB CODE JO5316

Technical Workstream

Core Job Descriptions

Job Title: Technology Specialist
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: Manager
Level 6: Team Leader

JOB PURPOSE

Primary Role

Technical specialist in the proficient operations of complex network and infrastructure elements

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

As a member of a technology team:-

- Programme new equipment
- Assist in the design of training material

Provide technical advice to field staff:

- in difficult technology installations
- in fault investigation

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 Contributory on Technology Budget

QUALIFICATIONS

Nil mandatory

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

2-5 years experience in:

- Network element operation
 - Network testing equipment operation and programming
 - Network infrastructure linkages
 - Computer and SOE competency
-

COMMUNICATION SKILLS

- Ability to communicate clearly to field staff on technical matters
 - Ability to communicate clearly with contractors and suppliers on technical issues
 - Ability to provide advice to managers on Network element issues
-

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

- Band 10 manager
 - Peers
 - Field staff
 - Contractors and suppliers
-

WORK GROUP PURPOSE

JOB CODE JO5319

Technical Workstream Core Job Description

Job Title: Technical Specialist (Network Operator)
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: Manager, Various
Level 6: Team Leader

JOB PURPOSE

Primary Role

Under general direction and as a member of the Operations team, the role has limited responsibility for the operation and maintenance of the Telstra network. This includes fault rectification of non-complex faults and routines associated with products and systems that are associated with the Telstra network.

Provide "Customer Intimacy" to all internal customers and selected external customers whilst always striving for "Operational Excellence" in the team, systems and processes.

Follow Standard Processes and strategies in order that the network exceeds the expectations of our customers whilst continually decreasing costs to below "worlds best practice" thereby enabling Telstra to be the world leader in the management of communication networks.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- To contribute to Operations Key Performance Indicators in relation to performance of the switching, transmission, Access and Network Services elements in the national, international, intercarrier and emerging networks and systems which impact directly on our customers.
- To contribute to Operations Key Performance Indicators in relation to customer fault management in the switching, transmission, Access and Network Services elements in the national, international and intercarrier networks
- To contribute to Operations Key Performance Indicators in relation to customer configuration issues for the national, international, intercarrier and emerging networks and systems
- To contribute to Operations budget management in relation to financial control in the Operations Work Centre.

- To contribution to Operations Key Performance Indicators in relation to security management issues in planning changes to the network.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

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

Relationship to \$'s : The contribution of this job would have a remote relationship to Telstras revenue earning capacity.

QUALIFICATIONS

- Diploma or certificate in a suitable vocation or other qualifications/experience deemed suitable
- Have knowledge and experience in specific technology or specialist area

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

- A good knowledge and understanding of at least one of the switching, transmission, Access or network services technologies, their support systems and related facilities and products.
- Promote a dynamic and competitive service environment.
- Have knowledge of relevant Standard Procedures.
- Embraces change as an opportunity to always strive for significant improvement.

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

Internal:

Supervisors, line managers and peer technologists in Operations
 Supervisors and technologists and customer facing staff in other Telstra business groups:
 Intercarrier Business Group
 Telstra Business Solutions
 Commercial and Consumer
 NITI and Network products

External:

Normally little contact with external providers
 Telstra Customers

WORK GROUP PURPOSE

Operations manages the Switching, Transmission, Network Services and IAP technologies of the Telstra network and interactions be they internal or external for the associated products. It is the group's responsibility to ensure that the Telstra network is transparent to its customers needs.

JOB CODE J05327

Technical Workstream Core Job Description

Job Title: IT Analyst
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 guidance, provide a specialist technical service (e.g. within a project team) to solve complex problems related to the analysis, design, specification and programming of IT systems.

ACCOUNTABILITIES (Primary business outputs set for job)

Typical accountabilities would include the following:-

- Preparing functional design specifications after working with other Business Unit staff to capture system requirements.
 - Ensuring that the conceptual basis for the analysis, design, specification and programming of a system is planned and implemented.
 - Ensuring that agreed standards and specified time frames for work are met.
 - Providing Project Managers with accurate and timely advice on technical matters related to analysis, design, specification and programming.
-

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [Nil] Indirect Line Reports [Nil] Others [Nil]

Financial Accountabilities:-

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

Relationship to \$'s

QUALIFICATIONS

Typically requiring good technical and management skills which could be gained through relevant formal qualifications, eg a degree/certificate/diploma.

Occupant would also normally have 1-2 years relevant programming/analyst experience and a sound knowledge of multiple products and systems.

OR

Alternatively, a minimum 5-6 years relevant Industry experience.

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

- Some knowledge of Telstra's network technologies (voice, data, mobiles, IN, broadband, Internet, etc.)
- Reasonable knowledge and skills in **at least one** and knowledge in a number of the following areas:-
 - MVS Operating Systems (eg CIC's, IMS/ DB2)
 - Programming languages and techniques (e.g. SmallTalk, HP Openview, Visual Basic, C++, COBOL, IMS, etc.)
 - Operating systems (e.g. UNIX, SUN OS, etc.)
 - MVS (or equivalent) mainframe technology
 - Client /Server technology
 - LAN/WAN protocols and technology
 - Routing protocols and techniques
 - Database technology (e.g. Oracle, ObjectStore, Versant, DB2, etc.)
 - System Development Life Cycle methodology
 - IT Project management methodology
 - Production Management
- Sound problem solving and decision making skills.
- Knowledge and experience in the delivery of quality customer service.
- An appreciation of commercial implications to business decisions.
- An organisational understanding including inter and intra-team dependencies.

COMMUNICATION SKILLS

- Well developed oral and written skills required.
- Ability to interact with staff, suppliers, customers and vendors.

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

Internal

- Other Team members - for task coordination.
- Other high level Technical Specialists - for broadening and development of skills.
- Technical Specialists from other areas - when working on service or network problems.
- Managers within the work area - giving and receiving of work related information.
- Managers from other areas - analysing, advising or consulting on requirements.
- System users - analysing, advising or consulting on requirements.

External

- Customers - analysing, advising or consulting on requirements.
- Vendors - liaising with them when building, improving or modifying systems.

WORK GROUP PURPOSE

This person would typically be part of a Team providing technical support or consultation services to internal or external customers for one or more of the following:-

- LAN / WAN administration.
 - IT system/application management.
 - IT system development.
 - Intranet or Internet projects.
-

JOB CODE JO5328

Technical Workstream Core Job Description

Job Title: IT Technical Specialist
Work Stream / Band: TW 7
Reports to (job title): Typically a 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: Regional / Branch / Project Manager
Level 6: This Job

JOB PURPOSE

Primary Role

Under guidance, provide specialised technical input to assist with the support, development, enhancement, management, maintenance or administration of IT systems. This work may combine any mixture of real time (e.g. fault repair) or longer term (e.g. documentation writing) work.

Accountabilities (Primary business outputs set for job)

Typical accountabilities could include some of the following:-

- Answering more complex technical inquiries from internal or external customers.
- Monitoring and responding to system alarms or warning messages so as to prevent problems occurring.
- Responding to events so as to reduce the impact of unplanned outages.
- Configuring, testing, commissioning and accepting new equipment or services of a more complex nature.
- Diagnosis of complex faults or problems with IT services or networks and subsequent restorative action.
- Preparing technical documentation to describe how an IT system or service operates.
- Assisting with Change Management work to upgrade or modify IT systems, services or networks.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [Nil]	Indirect Line Reports [Nil]	Others [Nil]
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Financial Accountabilities:-

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

Relationship to \$'s

QUALIFICATIONS

Typically requiring good technical and management skills which could be gained through relevant formal qualifications, eg a degree/certificate/diploma.
Occupant would also normally have 1-2 years relevant experience and a sound knowledge of multiple products, systems and relevant functional groups.

OR

Alternatively, a minimum 5-6 years relevant Industry experience.

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

- Some knowledge of Telstra's network technologies (voice, data, mobiles, IN, broadband, Internet, etc.)
- Reasonable knowledge and skills in **at least one** and knowledge in a number of the following areas:-

MVS Operating Systems (eg CIC's, DB2)

Programming languages and techniques (e.g. SmallTalk, HP Openview, COBOL, Visual Basic, C++, etc.)

Operating systems (e.g. UNIX, SUN OS)

Client /Server technology

Routing protocols and techniques

Database technology (e.g. Oracle, ObjectStore, Versant)

System life cycle and management

IT Project management methodology

Production Management

- Sound problem solving and decision making skills.
- Knowledge and experience in the delivery of quality customer service.
- An organisational understanding including inter and intra-team dependencies.

COMMUNICATION SKILLS

- Good oral and written skills required.
- Ability to work within a team environment.

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

Internal

- Other Team members & Team Leader - for task coordination.
- Other high level Technical Specialists - for broadening and development of skills.
- Technical Specialists from other areas - when working on service or network problems.

External

- Customers - for service activation and assurance activities.
- Vendors - when seeking technical advice from them or advising them of problems to be investigated.

WORK GROUP PURPOSE

This person would typically be part of a Team providing technical support or consultation services to internal or external customers for one or more of the following:-

- IT system/application management.
 - IT system development.
 - Intranet or Internet projects.
-

JOB CODE J05329

Technical Workstream Core Job Description

Job Title: IT Technical Specialist
Work Stream / Band: TW 6
Reports to (job title): Typically a 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: Branch / Project Manager
Level 6: This Job

JOB PURPOSE

Primary Role

Under general supervision, provide technical assistance with the support, development, enhancement, management, maintenance or administration of IT systems. This work may combine any mixture of real time (e.g. fault repair) or longer term (e.g. documentation writing) work.

ACCOUNTABILITIES (Primary business outputs set for job)

Typical accountabilities could include **some** of the following:-

- Answering technical inquiries from internal or external customers.
 - Monitoring and responding to alarms or warning messages so as to prevent problems occurring.
 - Responding to alarms or events so as to reduce the impact of unplanned outages.
 - Configuring, testing, commissioning and accepting new equipment or services.
 - Diagnosis of less complex faults or problems with services or networks and subsequent restorative action.
 - Under guidance, prepare technical documentation to describe how an IT system or service operates.
 - Assisting with Change Management work to upgrade or modify IT systems, services or networks.
 - Assisting with analysis & design work.
 - Undertake straightforward programming tasks including preparation of templates, macros and script files.
-

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

Direct Line Reports [Nil] Indirect Line Reports [Nil] Others [Nil]

Financial Accountabilities:

Expenses:- \$
Revenue:- \$

Other:- \$

Relationship to \$'s

QUALIFICATIONS

Occupant would normally have a minimum 1-2 years relevant experience or a formal qualification in IT studies.

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

- Basic understanding of Telstra's network technologies (voice, data, mobiles, IN, broadband, internet, etc.)
 - Developing knowledge and skills in a number of the following areas:-
 - MVS Operating Systems (eg CIC's, IMS/DB2)
 - Programming languages and techniques (e.g. SmallTalk, HP Openview, COBOL, Visual Basic, C++, etc.)
 - Operating systems (e.g. UNIX, SUN OS)
 - Client /Server technology
 - Routing protocols and techniques
 - Database technology (e.g. Oracle, ObjectStore, Versant)
 - System life cycle and management
 - IT Project management methodology
 - Production Management
 - Problem solving and decision making skills.
 - An understanding of quality customer service.
-

COMMUNICATION SKILLS

- Good oral and written skills required.
 - Ability to work within a team environment.
-

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

Internal

- Other Team members & Team Leader - for task coordination.
- Higher level Technical Specialists - for skills development.
- Technical Specialists from other areas - when working on system, service or network problems.

External

- Customers - for service activation and assurance activities.
 - Vendors - when seeking technical advice from them or advising them of problems to be investigated.
-

WORK GROUP PURPOSE

This person would typically be part of a Team providing technical support or consultation services to internal or external customers for one or more of the following:-

- LAN / WAN administration.
 - IT system/application management.
 - IT system development.
 - Intranet or Internet projects.
-
-

JOB CODE J05330

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 10
Reports to (job title): Manager Networks

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 Responsible for full maintenance, fault restoration and performance monitoring activities associated for a distinct segment of Telstra's mobile communications networks
- 2 Design and perform tests and measurements on segments of the mobile communication networks to ensure performance is to the required standards.
- 3 Provide the highest level specialist support to Customer Liaison on customer network problems
- 4 Provide the highest level specialist capability in the development, implementation and verification of new and enhanced product offerings.
- 5 Act as the key interface with vendor support to resolve performance issues
- 6 Provide specialist expertise to assist design and construction staff with networks related issues
- 7 Direct and mentor staff

As a member of the Radio Maintenance team,

1. Schedule and be responsible for site timely acceptance for new radio base station equipment
- 3 Prioritise and schedule maintenance and repair programs for radio base stations, Monitor and report on clearance times and take remedial action.
- 4 Liaise with Exchange and Transmission staff on Base Station and complex transmission fault.

As a member of the Switch Maintenance team

1. Provide high level technical consultancy, to all Mobile Networks staff on matters relating to the operations and maintenance of mobile communications systems.

2. Participate and/or conduct high level technical investigations on operations and maintenance issues and develop and implement innovative operational practices to enhance group effectiveness and obtain optimal network performance.
- 3 Investigate and rectify the complex faults including customer faults in all systems.
- 4 Assist the facilitation of maintenance and improvements to networks performance through liaison with Regional, National and Vendor staff to grow the understanding of data, its impact on the network and to assist with the analysis and correction of fault situations.
- 5 Be responsible for the timely management of all network radio related retunes, spectrum recovery, radio site expansion and recoveries from a switch related data perspective.
- 6 Coordinate roll out of systems' software, hardware, documentation etc and participate in the acceptance testing of new, expanded or upgraded exchange based equipment.
- 7 Liaise with Development in Installation staff during the installation and acceptance phases of new exchanges and radio base stations, with Radio Maintenance and Country C&C staff on radio base station fault and with Transmission staff on transmission in respect of complex technical issues.

Highest Work Value Role (if applicable)

Role Nbr [1] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- 1 Ensure maximum network availability with minimum impact on customers. Work is undertaken in a timely cost effective manner, meeting the performance targets
- 2 Ensure maintenance practices are performed in a consistent manner

As a member of the Radio Maintenance team,

1. Ensure Radio Base Station equipment meets manufacturers' specifications and Mobile Networks engineering, performance and operations standards
2. Ensure maximum network availability with minimum impact on customers.
- 3 Fault are repaired within agreed time frames
- 4 Ensure most effective and efficient processes are employed by constantly monitoring and reviewing performance statistics and processes
- 5 Maintenance procedures are up to date and reflect changes to equipment and new methodologies

As a member of the Switch Maintenance team

- 1 Ensure the performance of all switches conforms to manufacturers' specifications and Mobile engineering operational standards.
- 2 Ensure agreed actions, following technical investigations, are implemented on time.

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

Internal

Radio/Switching Maintenance staff
Technical Support staff
Radio Design Engineers
NDC Installation staff
Transmission staff
C&CAFG Regional Maintainers

External

Property Owners: for access to sites for surveys or maintenance activities.
Equipment providers
Vendors
Contractors

WORK GROUP PURPOSE

To maximise service availability and operational efficiency of Telstra's mobile networks.. To provide advice on operational issues to designers and management with aim to further improve the networks' performance and reduce costs and so contribute to levels of customers' satisfaction.

JOB CODE JOS333

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 8
Reports to (job title): Technologist 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: Manager
Level 6: Technologist Team Leader

JOB PURPOSE

Primary Role

- Responsible for the maintenance, fault restoration and performance monitoring activities associated for a distinct segment of Telstra's mobile communications networks
- Perform tests and measurements on segments of the mobile communication networks to ensure performance is to the required standards.
- Mentor junior staff

As a member of the Radio Maintenance team,

- Be responsible for site acceptance for new radio base station equipment
- Perform complex tests and measurements on the mobile communications networks
- Be the Subject Matter Expert in specific technologies/equipment and provide advice to other staff and to regional C&C staff on radio base station maintenance issues
- Coordinate RBA equipment module testing
- Perform specialised tests and investigations to develop new methods and practices for maintenance purposes.
- Liaise with Exchange and Transmission staff on Base Station and transmission fault.

As a member of the Switch Maintenance team

- Be responsible for the day to day operation of specific Mobile Network Switching systems. Perform daily maintenance and operations activities on exchange systems (AMPS, GSM, CDMA, SMS, Paging Messagebank and Mobile Data)
- Check the validity of data before it is loaded, load and test data changes.
- Monitor the integrity of switching systems and report any abnormalities
- Investigate and rectify the complex faults in all systems including customer faults.
- Liaise with Development in Installation staff during the installation and acceptance phases of new exchanges and radio base stations, with Radio Maintenance and Country C&C staff on radio base station fault and with Transmission staff on transmission in respect of complex technical issues.

Highest Work Value Role (if applicable)

Role Nbr [1] Percentage Workload []

ACCOUNTABILITIES

- 1 Ensure maximum network availability with minimum impact on customers. Work is undertaken in a timely cost effective manner, meeting the performance targets
 - 2 Ensure maintenance practices are performed in a consistent manner
- As a member of the Radio Maintenance team,**

- 1 Ensure Radio Base Station equipment meets manufacturers' specifications and Mobile Networks engineering, performance and operations standards
- 2 Fault are repaired within agreed time frames
- 3 Maintenance procedures are up to date and reflect changes to equipment and new methodologies

As a member of the Switch Maintenance team

- 1 Ensure the performance of all switches is within agreed parameters for performance and service availability
- 2 Ensure relevant practices and procedures are updated to ensure the efficient operation and maintenance of all switching systems

DIMENSIONS

Human Resource Responsibilities:-

(Size of job responsibilities)

Direct Line Reports []

Indirect Line Reports [] Others []

Financial Accountabilities:-

Expenses:-

\$

Revenue:-

\$

Other:-

\$

Relationship to \$'s

This job has responsibility for the day to day operations of a segment of the mobile networks infrastructure. Has a direct impact on the performance of the networks and hence on customer satisfaction levels.

QUALIFICATIONS

Associate Diploma in Electronics or equivalent
Extensive training in operating and maintaining Mobile Networks' radio and switching infrastructure equipment
Good knowledge of UNIX.

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

- 1 A detailed knowledge of the infrastructure, facilities, operations and maintenance practices and procedures in relation to Mobile Networks' base station or switching equipment – AMPS, GSM, CDMA, SMS, Paging, Messagebank, Mobile Data
- 2 A detailed knowledge of radio and fixed link transmission principles as well as link requirements for mobile systems..
- 3 A in depth knowledge of particular segments of the Mobile Networks infrastructure
- 4 Demonstrated analytical approach to problem solving

COMMUNICATION SKILLS

Sound communication skills both orally and written

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

Internal

- Radio/Switching Maintenance staff
- Technical Support staff
- Radio Design Engineers
- NDC Installation staff
- Transmission staff
- C&CAFG Regional Maintainers

External

- Property Owners: for access to sites for surveys or maintenance activities.
- Equipment providers
- Vendors
- Contractors

WORK GROUP PURPOSE

To provide timely and cost effective repair, maintenance, performance monitoring and support of Telstra's Mobile Communication networks within a given geographical region.

JOB CODE J05334

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 7
Reports to (job title): Technologist – 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: Manager
Level 6: This Job

JOB PURPOSE

Primary Role

- 1 Under limited direction carry out routine maintenance, fault restoration and performance monitoring activities associated with Telstra's mobile communications networks
- 3 Perform tests and measurements on segments of the mobile communication networks to ensure performance is to the required standards.

As a member of the Radio Maintenance team,

- 3 Carry out site acceptance for all new Radio Base Station Equipment
- 4 Perform complex tests and measurements on the mobile communications networks
- 5 Provide high level advice to regional C&C staff on radio base station maintenance issues
- 6 Co-ordinate/perform RBS equipment module testing
- 7 Develop formalised procedures/work instructions relating to maintenance and acceptance functions
- 8 Liaise with Exchange and Transmission staff on Base Station and transmission fault.

As a member of the Switch Maintenance team

- 3 Perform daily maintenance and operations activities of one or more exchange systems (AMPS, GSM, CDMA, SMS, Paging Messagebank and Mobile Data)
- 4 Load and test exchange data.
- 5 Monitor the integrity of the switching systems and report any abnormalities
- 6 Investigate and rectify the more difficult faults
- 7 Liaise with Development in Installation staff during the installation and acceptance phases of new exchanges and radio base stations, with Radio Maintenance and

Country C&C staff on radio base station fault and with Transmission staff on transmission

Highest Work Value Role (if applicable)

Role Nbr [1] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- 1 Ensure maximum network availability with minimum impact on customers. Work is undertaken in a timely cost effective manner, meeting the performance targets
- 2 Ensure maintenance practices are performed in a consistent manner

As a member of the Radio Maintenance team,

- 3 Ensure Radio Base Station equipment meets manufacturers' specifications and Mobile Networks engineering, performance and operations standards
- 3 Fault are repaired within agreed time frames

As a member of the Switch Maintenance team

- 3 Ensure the performance of all switches is within agreed parameters for performance and service availability
- 4 Ensure relevant practices and procedures are followed to ensure the efficient operation and maintenance of all switching systems

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

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

Relationship to \$'s

This job has a responsibility for the day to day operations of the many technologies provided by Mobiles for customers. The work carried out has a direct effect on switch and base station outage times, which are of prime importance to customers

QUALIFICATIONS

Typically an Associate Diploma in Electronics or equivalent.

Training in operating and maintaining Mobile Networks' radio and switching infrastructure equipment

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

- 1 A sound knowledge of the infrastructure, facilities, operations and maintenance practices and procedures in relation to Mobile Networks' base station or switching equipment – AMPS, GSM, CDMA, SMS, Paging, Messagebank, Mobile Data

- 2 A sound knowledge of radio and fixed link transmission principles as well as link requirements for mobile systems..
- 3 Demonstrated analytical approach to problem solving

COMMUNICATION SKILLS

Sound communication skills both orally and written

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

Radio/Switching Maintenance staff
Technical Support staff
Radio Design Engineers
NDC Installation staff
Transmission staff
C&CAFG Regional Maintainers

External

Property Owners: for access to sites for surveys or maintenance activities.
Equipment providers
Vendors
Contractors

WORK GROUP PURPOSE

To provide timely and cost effective repair, maintenance, performance monitoring and support of Telstra's Mobile Communication networks within a given geographical region.

JOB CODE

505335
~~505335~~

Technical Workstream Core Job Description

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

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 direction;
Perform specialist technical work in relation to planning, designing for the construction and expansion of Mobile Networks Radio Base Stations and perform cell planning, coverage predictions, traffic dimensioning, interference analysis and frequency planning for mobile networks

Highest Work Value Role (if applicable)

Role Nbr [1]

Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Undertake forecasts, special studies to determine future Radio Base Station needs.
2. Identify suitable sites for placement of cellular radio base stations, in accordance with agreed business plans
3. Ensure designs and specifications of base stations comply with the standards for network coverage, capacity, functionality, quality, and reliability.
4. Ensure that the design and operation of the base stations meet the relevant requirements of regulatory authorities.
5. Ensure the allocated projects are planned and controlled to completion in accordance with agreed targets and standards for technical requirements, cost, timeliness, project management rules and codes of practice.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:-

Revenue:-

Other:-

Relationship to \$'s

This job assists with the planning, designing and building of radio base stations for Telstra's mobile networks with the ultimate aim of

providing coverage and capacity for mobile communication users. As such the job has an impact on the performance of the networks and hence Telstra's competitive status in mobile markets.

QUALIFICATIONS

- 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
-

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

Knowledge of radio propagation. Path prediction and survey techniques.
An understanding of cellular mobile networks, operations and facilities.
Appreciation of antenna design, air interface standards.
Capacity to comprehend and deal with a variety of complex and diverse engineering problems.

Computer literacy.

COMMUNICATION SKILLS

Well developed written, interpersonal and presentation skills..

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

Internal

Project Managers
Radio Base Station Maintenance staff

External

Property Owners
Contractors:

WORK GROUP PURPOSE

To provide mobile networks coverage and capacity, in agreed timeframes and within budget and in accordance with business plans

JOB CODE J05336

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 5
Reports to (job title): Technologist 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: Manager Networks
Level 6: Team Leader

JOB PURPOSE

Primary Role

- Under direction carry out routine maintenance, fault restoration and performance monitoring activities associated with Telstra's mobile communications networks
- Perform tests and measurements on segments of the mobile communication networks to ensure performance is to the required standards.

As a member of the Radio Maintenance team,

- Assist with site acceptance for all new Radio Base Station Equipment
- Provide first level advice to regional C&C staff on general Radio Base Station maintenance issues
- Perform RBS equipment module testing
- Assist with developing formalised procedures/work instructions relating to maintenance and acceptance functions.

As a member of the Switch Maintenance team

- Handle switch alarms and perform tests and routines.
- Liaise with Radio Maintenance and TCW staff on system fault
- Assist with developing formalised procedures/work instructions relating to maintenance and acceptance functions.

Highest Work Value Role (if applicable)

Role Nbr [1] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- 1 Ensure maximum network availability with minimum impact on customers. Work is undertaken in a timely cost effective manner, meeting the performance targets
- 2 Ensure maintenance practices are performed in a consistent manner

As a member of the Radio Maintenance team,

- 3 Ensure Radio Base Station equipment meets manufacturers' specifications and Mobile Networks engineering, performance and operations standards

As a member of the Switch Maintenance team

- 3 Ensure the performance of all switches is within agreed parameters for performance and service availability

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:-

\$

Revenue:-

\$

Other:-

\$

Relationship to \$'s

This job assists with the maintenance of Telstra's mobile communication networks to prescribed performance standards, if these standards are not met Telstra's customers can easily migrate to competing networks by simply changing a SIM card in their mobile phone.

QUALIFICATIONS

Associate Diploma in Electronics or equivalent

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

- 1 A good knowledge of the infrastructure, facilities, operations and maintenance techniques in relation to Mobile Networks' base station or switching equipment
- 2 A good knowledge of radio and fixed link transmission principles.
- 3 Demonstrated analytical approach to problem solving

COMMUNICATION SKILLS

Good communication skills both orally and written

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

Internal

Radio/Switching Maintenance staff

Radio Design Engineers

NDC Installation staff
C&CAFG Regional Maintainers

External

Property Owners: for access to sites for surveys or maintenance activities.
Equipment providers

WORK GROUP PURPOSE

To provide timely and cost effective repair, maintenance, performance monitoring and support of Telstra's Mobile Communication networks

JOB CODE 305337

Technical Workstream Core Job Description

Job Title: Network Operator
Work Stream / Band: TW 3
Reports to (job title): Technologist or 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: Manager
Level 6: This Job

JOB PURPOSE

Primary Role (if applicable, include other key role as 2)

- 1 Under direction carry out maintenance, fault restoration and performance monitoring activities associated with Telstra's mobile communications networks
- 2 Perform surveys on segments of the mobile communication networks to ensure performance is to the required standards.
- 3 Enter data into the Mobile Networks databases and ensure the information is timely and accurate..

Highest Work Value Role (if applicable)

Role Nbr [1] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

- 1 Ensure all work is undertaken in a timely cost effective manner, meeting the performance targets
- 2 Ensure all fault restoration, tests and measurements are carried out in a timely manner
- 3 Make sure all work undertaken, is reflected in all equipment databases, and Audit databases.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:- \$

Revenue:- \$

Other:- \$

Relationship to \$'s

This job assists with the maintenance of Telstra's mobile communication networks to prescribed performance standards, if these standards are not met Telstra's customers can easily migrate to competing networks by simply changing a SIM card in their mobile phone.

QUALIFICATIONS

Progression towards basic Electronics certificate or equivalent.
Understanding of radio and/or switching communication principles.

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

- 1 An understanding of equipment configuration in one of the listed categories:
 - radio base station equipment,
 - mobile switch equipment
 - Telstra's link equipment,
 - Telstra's in house Rate survey and other performance monitoring equipment.
- 2 Demonstrated computer skills and a working knowledge of Mobile Networks work management databases.

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

Internal

Radio/Switching Maintenance staff
Radio Design Engineers
NDC Installation staff

External

Property Owners: for access to sites for surveys or maintenance activities.
Equipment providers

WORK GROUP PURPOSE

To provide timely and cost effective maintenance, performance monitoring and support of Telstra's Mobile Communication networks

JOB CODE J05338

Technical Workstream Core Job Description

Job Title: Network Operator
Work Stream / Band: TW 2
Reports to (job title): Technologist or 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: Manager
Level 6: Team Leader

JOB PURPOSE

Primary Role (if applicable, include other key role as 2)

Under guidance perform basic maintenance tasks and performance monitoring activities associated with Telstra's mobile communications networks

Enter data into the Mobile Networks databases and ensure the information is timely and accurate.

Carry out surveys to measure the performance of the networks as required.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

- 1 Ensure all work is undertaken in a timely cost effective manner, meeting the performance targets set.
- 2 Make sure all data entered into Mobile Networks equipment databases, are carried out in a timely and efficient manner.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

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

Relationship to \$'s

This job assists with the maintenance of Telstra's mobile communication networks to prescribed performance standards, if these standards are not met Telstra's customers can easily migrate to competing networks by simply changing a SIM card in their mobile phone.

QUALIFICATIONS

Progression towards basic Electronics Certificate or equivalent and broad understanding of communication principles.

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

1. Understanding of Mobile Phones and radio transmission.
2. A demonstrated initiative and self-motivation in an operations and maintenance environment.
3. Computer literacy skills, some programming ability an advantage

COMMUNICATION SKILLS

Ability to communicate technical information both orally and written

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

Internal

Radio/Switch Maintenance staff

External

Property Owners: for access to sites for surveys or maintenance activities

WORK GROUP PURPOSE

To provide timely and cost effective maintenance, performance monitoring and support of Telstra's Mobile Communication networks

JOB CODE JO 5340

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 10
Reports to (job title): Project Manager

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

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

JOB PURPOSE

Primary Role

The role provides a specialist technical service in completing complex work and providing recommendations on time and to agreed quality.

Perform advanced research/development/strategy tasks involving specification, design, implementation, testing and integration of emerging and advanced technologies. The work typically involves multi - faceted problems with a range of complex alternatives. Develop proposals to address specific business or customer problems. Maintain, develop and apply expertise in new and advanced technology issues. Identify trends in technology directions, set research/strategy priorities and determine technical implications of new telecommunications/information technology.

Liaise and provide timely advice to relevant areas of Telstra and outside organisations (eg suppliers, university contractors, standards bodies).

Solve complex problems requiring analytical thinking, and apply specialised technical practices and techniques.

Translate and interpret complex information. Develop improved methods and procedures and determine short term priorities.

Day to day independence is exercised.

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

Ensure Telstra is provided with timely and comprehensive advice to make strategic decisions in relation to the deployment of new technology.

Ensure Telstra has a competitive advantage for the relevant networks, systems and services.

Provide advice which will ensure acceptance, implementation and provision of a viable commercialisation path for the intellectual property generated directly by the project or through external contracts

Accountable for providing a specialist technical service in completing complex work and providing recommendations

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:- \$0

Revenue:- \$0

Other:- \$0

Relationship to \$'s Nil

QUALIFICATIONS

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

DEPTH/BREADTH OF EXPERIENCE REQUIRED TO PERFORM THE JOB

Experience in the relevant areas of telecommunication networks, systems and applications design and performance

Experience in planning and conducting a research activity, to sift, extract and identify important issues

Experience with large scale problems and systems, and with planning techniques

Experience in evaluating new technology developments and offers from vendors

Awareness of the problems likely to be faced by client areas

Specialist knowledge and skills applied to problems where a number of complex alternatives need to be addressed

JOB SPECIFIC KNOWLEDGE AND SKILLS REQUIRED

Specialist knowledge of specific relevant telecommunication networks and systems technology and related principles

Understanding of emerging services and applications

Understanding of Telstra's relevant existing networks, systems, products and services

Analytical skills with creativity and innovation in tackling complex problems. Individual judgement, particularly in discriminating between alternative solutions to complex technical problems

COMMUNICATION SKILLS

Ability to work effectively in a team and to liaise and interact with other groups and organisations

A high level of written and verbal communication skills to enable presentations to technical and non - technical audiences

Ability to effectively communicate with supervisor on problems faced in completing work and in meeting project deadlines and of opportunities to provide better solutions to customers or to solve project problems

Ability to extract and present the business benefits of R&D outputs both internally and externally

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

Section Manager, Project Manager, Project Leader and peers
Relevant corporate customers and strategic partners
Suppliers, Universities and standards bodies

WORK GROUP PURPOSE

The prime purpose of Technology, Strategy & Research is to anticipate the impact of technological change on future customer needs and infrastructure requirements and to drive the product development innovation process. To develop strategies to address these needs which include high level networks and systems and process strategy. To determine new investment priorities for technology investments and develop proof of concepts of new technologies and product/service opportunities.

This is achieved by researching, defining and assessing emerging technologies and recommending and helping to influence strategic directions of Telstra products and services and influencing the adoption of recommendations regarding emerging technologies.

Each Program aims to be Telstra's first choice for innovation and research. The Program will maximise Telstra's competitive advantage by delivering technology solutions, innovation, and timely and competitive products.

JOB CODE JO 5341

Technical Workstream Core Job Description

Job Title: Technical Specialist
Work Stream / Band: TW 9
Reports to (job title): 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 - Research
Level 6: This Job

JOB PURPOSE

Primary Role

Perform specialised and complex research and development tasks involving specification, design, implementation, testing and integration of emerging and advanced technologies. Develop or assist in the development of proposals to address specific business or customer problems. Maintain, develop and apply expertise in new and advanced technology issues

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

(Primary business outputs set for job)

Completion of research and development tasks of a specialised and complex nature, within agreed times and to agreed quality, that provide solutions to business or customer problems. Communication to supervisor of problems faced in completing work and in meeting project deadlines and of opportunities to provide better solutions to a customer or solve a project problem

Translate and interpret complex information. Develop improved methods and procedures and determine short term priorities

Solve complex problems requiring analytical thinking

Apply specialised technical practices and techniques

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:- \$0

Revenue:- \$0

Other:- \$0

Relationship to \$'s Nil

QUALIFICATIONS

- 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

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

Specialised theoretical knowledge and demonstrated proficiency in specification, design, implementation, testing and integration of complex emerging and advanced technologies

Proven ability to make sound assessments and imaginative recommendations of the technical implications of results

Ability to produce accurate written reports and deliver oral presentations of results to management

A good understanding of telecommunications and the telecommunications industry

Capacity for analytical, creative and innovative thought

COMMUNICATION SKILLS

Ability to work effectively in a team

A high level of written and verbal communication skills to enable presentations to technical and non - technical audiences

Ability to effectively communicate with supervisor on problems faced in completing work and in meeting project deadlines and of opportunities to provide better solutions to customers or to solve project problems

Ability to communicate technical work and recommendations and to influence the Project Leader and clients


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

Project Manager, Project Leader and peers

WORK GROUP PURPOSE

The prime purpose of Technology, Strategy & Research is to anticipate the impact of technological change on future customer needs and infrastructure requirements and to drive the product development innovation process. To develop strategies to address these needs which include high level networks and systems and process strategy. To determine new investment priorities for technology investments and develop proof of concepts of new technologies and product/service opportunities.

This is achieved by researching, defining and assessing emerging technologies and recommending and helping to influence strategic directions of Telstra products and services and influencing the adoption of recommendations regarding emerging technologies.



Each Program aims to be Telstra's first choice for innovation and research. The Program will maximise Telstra's competitive advantage by delivering technology solutions, innovation, and timely and competitive products



JOB CODE JO 5343

Technical Workstream Core Job Description

Job Title: Technical Specialist
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 - Research
Level 6: This Job

JOB PURPOSE Primary Role

Under direction perform specialised research and development tasks involving specification, design, implementation, testing and integration of emerging and advanced technologies

Highest Work Value Role (if applicable)

Role Nbr [] Percentage Workload []

ACCOUNTABILITIES

Completion of specified research and development tasks within agreed times and to agreed quality, that provide solutions to business or customer problems. Communication to supervisor of problems faced in completing work and in meeting project deadlines and of opportunities to provide better solutions to a customer or to solve a project problem.

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:- \$0
Revenue:- \$0
Other:- \$0

Relationship to \$'s NIL

QUALIFICATIONS

Typically a degree usually with Honours in Electrical Engineering or Computer Science. A postgraduate degree is desirable.

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

Appropriate specialised knowledge and skills in a relevant field of telecommunications technology

Proven ability to provide clear and concise reports

Capability for analytical, creative and innovative thought

Proven motivation and demonstrated initiative

Evidence of presentation skills

COMMUNICATION SKILLS

Ability to present results and data in a logical and meaningful manner

Ability to work effectively in a team

Ability to communicate problems/solutions to supervisor

Good presentation skills

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

Team Leaders, supervisor and peers

WORK GROUP PURPOSE

The prime purpose of Technology, Strategy & Research is to anticipate the impact of technological change on future customer needs and infrastructure requirements and to drive the product development innovation process. To develop strategies to address these needs which include high level networks and systems and process strategy. To determine new investment priorities for technology investments and develop proof of concepts of new technologies and product/service opportunities.

This is achieved by researching, defining and assessing emerging technologies and recommending and helping to influence strategic directions of Telstra products and services and influencing the adoption of recommendations regarding emerging technologies.

Each Program aims to be Telstra's first choice for innovation and research. The Program will maximise Telstra's competitive advantage by delivering technology solutions, innovation, and timely and competitive products

Technical Workstream

Core Job Description

Job Title: Technical Officer
Work Stream / Band: TW 4
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: Manager
Level 6: Team Leader

JOB PURPOSE

Primary Role

Off-site, carry out scheduled activities on telecommunications equipment without immediate supervision. On-site, under the supervision of a Team Leader and the technical guidance of a Technical Specialist where appropriate, schedule the activities of other staff and / or carry out activities associated with the servicing of equipment within an Equipment Services (ES) Service Centre. Enter data into ES databases and systems and ensure the information is timely and accurate.

Highest Work Value Role (if applicable)

Role Nbr [1] Percentage Workload []

ACCOUNTABILITIES (Primary business outputs set for job)

- 1 Ensure all work is undertaken in a timely cost effective manner, meeting the performance targets set.
 - 2 Perform all duties in accordance with ES procedures, including quality and OH&S.
 - 3 Ensure all work undertaken is reflected in the ES information system BISEPS.
 - 4 May be required to guide or supervise other staff.
-

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

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

Relationship to \$'s

Impact can extend to outside the workgroup as cost of services influence customers in the use of ES. Financial accountability consists of the value of own labour materials and equipment used. 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 will impact positively on the efficiency of the delivery of service.

QUALIFICATIONS

An employee will be required to possess / obtain and maintain the relevant and applicable qualifications and licences (including Austel licence) to perform this function, and may need to possess / obtain and maintain a driving licence, according to individual assignment.

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

- Sound customer service ethic.
 - Knowledge and understanding of at least one of the service fields in ES.
 - Ability to work effectively with customers and other ES Service Centres.
 - Fully aligned with service objectives.
 - Knowledge of relevant procedures.
 - Computer literacy.
-
- Ability to work as part of a team.

COMMUNICATION SKILLS

Good verbal communication skills. Strong listening and questioning skills. Ability to exercise tact and diplomacy. Able to read and follow written instructions, able to follow verbal instructions. Ability to communicate technical information both orally and in writing

KEY WORKING RELATIONSHIPS (internal & external - regular contacts only)

Internal

Team members	WL6
Team Leaders	WL6
Service Centre Managers	WL5
TBS technical staff	

External

Corporate customers

WORK GROUP PURPOSE

Equipment Services' mission is to enhance the value of Telstra by delivering equipment management and support services to meet its customers' requirements for timeliness, reliability and value, and to substantially reduce Telstra's net cost of instrumentation.
