

Position Description



Powering a
Bright Future

Network Operations Engineer

Operational Systems

Telco Customer and Operations

Objectives

- Provide monitoring, fault diagnosis and troubleshooting of a complex, multi-technology telecommunications network
- Manage operational, design and system change management practices to ensure provision of a highly available network
- Meet or exceed customer expectations for the support and delivery of telecommunications services
- Deliver safe and quality outcomes at minimal cost whilst balancing operational, design and project works to deliver quality and efficient services

Role Specific Accountabilities

- Maintain telecommunications operational support systems to ensure the network can be managed efficiently & within agreed Service Line Agreements (SLAs)
- Provide reports, technical assessments and updates on network performance and availability
- Develop and maintain documentation, including procedures, technical drawings, specifications etc. and knowledge base to ensure that the network is sufficiently documented to be maintainable
- Provide input to asset management plans and standards for telecommunications assets
- Provide a high level of technical support and expertise, coordinating with field staff, engineering teams and contractors as required
- Develop high quality customer outcomes by following all relevant processes and procedures, whilst being prepared to think outside the box.
- Independently investigate, analyse and resolve faults or major outages with the telecommunications network, including legacy transmission systems (PDH, SDH, microwave radio) where specialist knowledge is not widely held across the team
- Supervise and coordinate with vendor technical support staff to ensure network availability and security is maintained
- Coordinate and manage planned outages on the network to ensure a high level of system integrity and availability is maintained
- Liaise with customers and stakeholders to assess telecommunications network design requirements
- Integrate new, upgraded and augmented systems into the wider telecommunications network to support new and existing products and services
- Develop areas of expertise to provide technical knowledge relevant to the operation of complex telecommunications networks
- Participate in an on-call roster for the management, coordination and restoration of essential systems and networks
- Any other duty or task as reasonably and lawfully directed by TasNetworks.

TasNetworks and **you.**

To be successful in this role

- Demonstrate our Core Competencies, which are central to all positions at TasNetworks
- Demonstrate excellent customer service.
- Tertiary qualifications in telecommunications engineering or an allied discipline are desirable
- Relevant technical industry or vendor certifications
- Demonstrated ability to apply accurate technical judgement and analysis of technical problems
- Strong communications skills (oral and written) and the ability to develop collaborative working relationships
- Have a 'can-do' attitude and enthusiasm
- Strong knowledge of a broad range of technologies required to support a telecommunications network comprising Serial, PDH, SDH, DWDM, IP, Ethernet and MPLS technologies.
- Demonstrated ability to learn new concepts, strategies and systems
- Excellent organisational skills with a proven ability to work independently and prioritise tasks
- A satisfactory security check for suitability to operate critical telecommunications services and infrastructure.
- Knowledge of the electrical power system and related operational telecommunications is desirable.
- Experience supporting a 24/7 telecommunications network
- Field experience as a telecommunications technician is highly desirable
- ITIL certification is desirable

Compliance Requirements

- A satisfactory National Police Record check to confirm eligibility for the role

Reports to:

Leader Telco Customer & Operations

Direct reports:

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Approved:

August 2026

Our behaviours **be curious** **be brave** own it

