

Position Description

Telecommunications Automation and AI Engineer

Digital, Strategy and Customer

Operational Systems

Objectives

- Productivity & Efficiency: Deliver "more with less" by automating complex workflows, thereby increasing data quality and reducing manual effort
- Customer Satisfaction: Improve delivery speeds and service reliability to exceed customer expectations through error-free automated services
- Strategic Collaboration: Act as the technical bridge between TasNetworks' internal engineering teams and 42-24 to leverage their network capabilities for internal process uplift, driving progression towards higher levels of network autonomy (per the TM Forum Autonomous Networks maturity model)
- Cost Optimization: Balance support and project delivery to ensure safe, low-cost, and efficient outcomes, directly contributing to the reduction of costs for TasNetworks' regulatory businesses.

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 data-driven updates on automation performance, exception rates, and ROI metrics (e.g., hours saved).
- Develop and maintain documentation, including Process Definition Documents (PDD), Solution Design Documents (SDD), technical architecture drawings, and knowledge bases to ensure systems are sufficiently documented to be maintainable.
- Provide input to asset management plans and standards for corporate automation and Telecommunications assets.
- Develop high-quality customer outcomes by following all relevant governance processes, whilst being prepared to think outside the square to solve complex workflow bottlenecks.
- Independently investigate, analyse, and resolve technical faults, system exceptions, or major outages within the automation pipeline.
- Design, build, and maintain AI-driven agents and automated workflows for network fault correlation, root-cause analysis, and remediation across telecommunications infrastructure (including MPLS and DWDM/transport networks), progressing these from shadow-mode assistance towards higher levels of autonomous operation.
- Coordinate and manage planned outages, platform updates and API upgrades to ensure a high level of system integrity and availability is maintained.

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	• Develop and maintain deep expertise in AI/ML-driven and agentic automation platforms (e.g. AI orchestration and MLOps tools), applying this knowledge to advance TasNetworks/42-24's telecommunications network towards higher autonomous network maturity. • Participate in scheduled maintenance windows and operational support as required for the management, coordination and restoration of essential automated systems. • Any other duty or task as reasonably and lawfully directed by TasNetworks
To be successful in this role	• Tertiary qualifications in Information Technology, Business Information Systems, Engineering or an allied discipline are desirable. • Relevant technical industry certifications spanning automation/RPA platforms (e.g. Microsoft Certified: Power Platform Developer Associate) and/or telecommunications network vendors (e.g. Cisco, Ciena). • ITIL V3 Foundation certification is desirable • Experience with telecommunications OSS/NMS platforms (e.g. IBM Netcool, Ciena MCP, Cisco network management systems) and network telemetry/integration protocols (e.g. SNMP, NETCONF/YANG, REST APIs for network elements) is highly regarded. • Strong hands-on knowledge of automation, AI/agentic orchestration, and workflow tools, such as AI/MLOps or agent-building platforms, and/or RPA tools such as Microsoft Power Automate and Zapier. • Demonstrated ability to apply accurate technical judgement and logical analysis of complex technical workflows and business problems. • Strong communications skills (oral and written) and the ability to develop collaborative working relationships across both technical and business teams. • Have a 'can-do' attitude and enthusiasm. • Demonstrated ability to write and maintain operational scripts (e.g. Python, JavaScript, PowerShell or VBA) to extend tool capabilities and handle complex data transformations. • 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.

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Compliance Requirements

- A satisfactory National Police Record check to confirm eligibility for the role
- A 'critical worker' suitability assessment for the purposes of the *Security of Critical Infrastructure Act 2018* (Cth) (or any successor to that Act) and the *Security of Critical Infrastructure (Critical Infrastructure Risk Management Program) Rules 2023* (Cth) (or any successor to those Rules), comprised of:
 - a National Security Assessment by ASIO;
 - a Criminal History Check by ACIC; and
 - a Right to Work in Australia check;

Reports to:

Leader Telecommunications Customer & Operations

Direct reports:

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Approved:

July 2026

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