

## EMPLOYMENT INFORMATION KIT

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# SYSTEMS SUPPORT ENGINEER



## **ABOUT THIS INFORMATION KIT**

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Thank you for your interest in employment with EastLink.

This Employment Information Kit provides you with the relevant information you need about this opportunity to help you decide whether to apply for this position.

Outlined in this document are details about EastLink, information about the recruitment department and position, the selection process and information on how to prepare your application.

You are encouraged to read this information carefully in order to develop an understanding of the requirements. You should assess yourself against the key selection criteria before deciding to apply for the position and prepare an application according to the guidelines outlined in this information kit.

## **RECRUITER CONTACT DETAILS**

Telephone enquiries for this position can be directed to Narelle Anderson on 9955 1700.

Unless otherwise stated, correspondence in relation to this position should be forwarded to:-

Human Resources  
EastLink  
2 Hillcrest Avenue  
(PO Box) 804  
Ringwood Victoria 3134

Candidate applications can be submitted via email in Microsoft Word or PDF format to [recruitment@connecteast.com.au](mailto:recruitment@connecteast.com.au)

## ABOUT EASTLINK

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ConnectEast is the owner and operator of EastLink, Melbourne's second fully-electronic tollway and, since its opening in June 2008, already one of the busiest roads in Victoria.

EastLink comprises about 39km of freeway-standard road and connects the Eastern Freeway in Melbourne's east to the Frankston Freeway in the south. EastLink also includes the Ringwood Bypass and Dandenong Bypass as untolled additions to the state road network.

EastLink was delivered by ConnectEast under the Victorian Government's Partnerships Victoria framework with a construction cost of Au\$2.5 billion.

The motorway saves drivers valuable time and provides the fast-growing eastern and southern regions of Melbourne with a more efficient and accessible transport network, as well as a 35km shared bicycle and walking path for local residents, wetlands and revegetation of open space areas and parkland.

Currently EastLink employs more than 180 people in a range of highly specialised operational and support roles across the organisation including:

- Asset and Road Management
- Information Technology
- Corporate Affairs
- Customer Service
- Finance
- Operations
- Legal
- Human Resources
- Marketing
- Risk, Safety and Internal Audit

With the lowest private tolls in Australia, EastLink is committed to providing Victorians in Melbourne's rapidly growing eastern and south-eastern suburbs with an affordable travel option, supported by high quality and friendly customer service.

## OUR VALUES

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**We Care** about our employees, colleagues, customers, the environment and the EastLink asset.

**Safety** is at the forefront of all of our decisions, we look after each other and everyone on EastLink.

We encourage **One Team** and share ideas across the organisation and with others and turn what we learn into smarter ways of working.

We deliver on our commitments and take **Accountability** for our own actions.

## ABOUT THE POSITION

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### THE DEPARTMENT

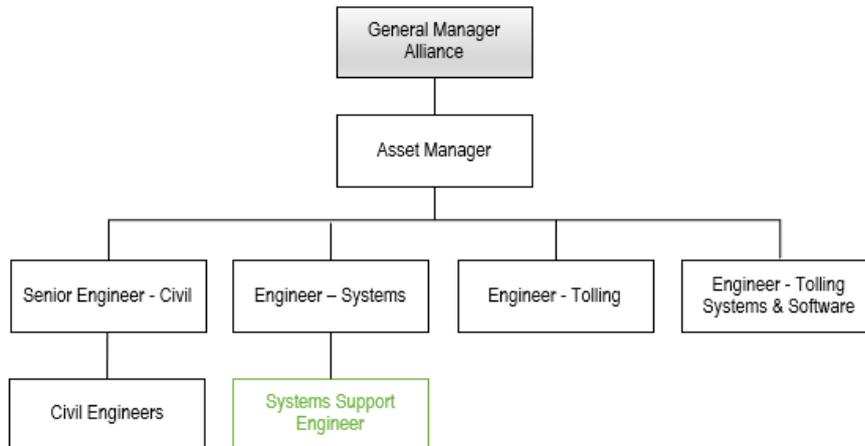
This position will be a part of the EastLink Motorway Alliance between EastLink and Ventia.

The Alliance is responsible for the traffic operation on EastLink and the maintenance of all EastLink assets including road and tunnel civil services and structures, electrical and mechanical assets, tolling roadside assets and landscaping.

The Operations Management & Control System (OMCS) is the critical real time control system for all EastLink tunnel and road systems including the Traffic Control Room (TCR).

The position supports the OMCS Systems Engineer in the asset management, engineering control, security and support of the EastLink OMCS system and all its related sub-systems.

### REPORTING RELATIONSHIP



## ROLE RESPONSIBILITIES

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Key tasks of the Systems Support Engineer role include but are not limited to:

- Plan, development and manage enhancements, upgrades and through-life support of the OMCS.
- Provide operational support for sensor and control systems as required.
- Administration, troubleshooting and diagnosis of incidents as related to the OMCS system and subsystems.
- Support the detailed operation and configuration of the OMCS Servers, database and Infrastructure.
- Develop and implement a control framework to ensure that the work of vendors and contractors meets the service requirements of the business and is in line with the contracted service agreements.
- Supervise vendor planning, support and upgrading of systems as required.
- Oversee the planning, development, implementation and maintenance of appropriate Business Continuance Plans for the OMCS and related systems.
- Achieve OMCS system availability and functionality 24x7 and compliance with statutory and concession deed PS&PR requirements.
- Look for continuous improvements and assess existing and new systems for opportunities to extract greater value from the OMCS.
- Responsible for working with the Tolling and IT teams on building, assessment, and service improvements in conjunction with the Change Manager and change process administration.
- Understand and apply knowledge on the policies, procedures and work instructions provided by ConnectEast.

## KEY SELECTION CRITERIA

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In addition to the behavioural competencies outlined in this document the key selection criteria is as follows:

### FORMAL EDUCATION

- Appropriate electrical, control systems engineering or related qualification

### SKILLS / KNOWLEDGE / ABILITIES

- Experience in high availability control systems design, configuration and operation including experience with PLCs
- Experience in providing technical system support in an operational environment
- Experience in managing teams and projects and support technical user groups

### KEY COMPETENCIES

- Results orientation
- Technical excellence
- Strategic system / process orientation
- Strong investigation, analytical and problem solving skills
- Communication skills (verbal and written)
- Lateral thinking
- Commitment to development and compliance to policies and procedures
- Teamwork
- Flexibility

## INHERENT REQUIREMENTS

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EastLink has identified the following inherent requirements that are essential for the effective and safe performance of this role.

### PEOPLE

- Accessing, viewing and updating sensitive information which may relate to customers, employees and/or company intellectual property;
- Honest, trustworthy and high level of integrity;
- Interacting with colleagues and senior management from across the organisation;
- Interacting with suppliers and contractors providing a service to EastLink; and
- Working independently and also within a team.

### WORK ENVIRONMENT

- Adjusting ergonomic equipment such as a computer and/or chair height which may be required due to sharing resources;
- Be eligible to hold a current security pass for EastLink workplaces;
- Working across multiple locations which requires travel between such locations;
- Working in a multi-storey building;
- Working in an open plan office;
- Working within an audited work environment, receiving regular performance related feedback; and
- Meeting reasonable occupational health and safety standards which are in direct compliance with relevant laws.

### RESOURCE UTILISATION

- Using technology including photocopier, fax machine, etc;
- Using a telephone with handset or headset; and
- Using computer technology; including a large scale visual display unit, computer keyboard, mouse and/or scanner for extended periods of time.



### PHYSICAL

- Ability to speak and be clearly understood on the telephone;
- Being seated at a desk for prolonged periods of time while operating technology;
- Concentrating for reasonably long periods of time;
- Extended reaching;
- Keyboarding tasks;
- Listening, retaining information and understanding what is said; and
- Undertaking tasks which are visually demanding or critical for long periods of time.

## ELIGIBILITY TO APPLY

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To be eligible for employment with EastLink, you must be an Australian citizen, an Australian permanent resident, a citizen of New Zealand who entered Australia on a current New Zealand passport or a non-Australian citizen holding a valid visa with work entitlements.

## KEY SELECTION CRITERIA

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Advertised vacancies often attract a number of very good quality candidates so it is in your best interest to prepare an application that will demonstrate to EastLink that you are able to satisfy the requirements of the role.

Before you begin your application it is important that you read this document carefully and decide whether your skills and abilities match the requirements of the position. If you require additional information to make this assessment it is recommended that you phone Human Resources for a confidential discussion.

You may also wish to research additional information which may be sourced from documents found on our Internet site – [www.eastlink.com.au](http://www.eastlink.com.au)

The key selection criteria outlined in the advertisement and/or this document describes the essential areas against which EastLink will assess your employment application.

This is the most important part of your application as it is your opportunity to inform EastLink about your skills, abilities and experience. Under each key selection criterion you should outline your relevant skills and abilities and give relevant examples that demonstrate that you meet the requirement.

The information you provide against the key selection criteria will form the basis for short listing candidates for further consideration. It is important that you address each criterion thoroughly but succinctly and include only information that is relevant to the position.

## SUBMITTING AN APPLICATION

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Written applications are to be sent to the address nominated in the advertisement or this document. Your application must arrive before the advertised closing date to ensure consideration.

As outlined above, your application covering letter should contain statements addressing the selection criteria. In addition, a resume, which includes your personal particulars including day time contact details, employment history (list your most recent employment first), relevant qualifications and the names and contact details for at least three recent referees, including current manager or supervisor should also be provided.

Some things to remember:

- Be concise and organise your application
- Provide relevant examples when addressing the selection criteria
- Please don't include copies of qualifications or certificates (these can be obtained later)
- If forwarding your application by mail, please don't insert your application in folders, they are only discarded and disposed of prior to your application being considered

**Please be advised that applications which do not include a covering letter addressing the selection criteria and a current resume will not be considered.**

## SELECTION ACTIVITIES

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The selection process for this role consists of a number of important components all of which require success to be eligible for an appointment.

### INITIAL SCREENING

The selection process begins with EastLink reviewing your resume and making an assessment of your skills, knowledge and abilities giving consideration to our education, experience and employment history and assessing their relevance to the requirements of the position. It is important, therefore, that your application addresses all aspects of the selection criteria as clearly as possible. Spelling and grammar are an important element to your application, so you should review your application carefully prior to sending.



### TELEPHONE SCREENING

Human Resources may contact you by telephone to discuss your application and the position further. This is your opportunity to represent yourself, and to discuss why you have applied for the position. You will be able to talk about your expectations and find out more about the position and work environment.

### INTERVIEW

Short listed candidates will be interviewed by a small selection panel at EastLink's Ringwood Office. If you have any special requirements (eg. disabled parking, wheelchair access) please contact Human Resources so that appropriate arrangements can be made.

The selection panel will ask you a series of behaviour based interview questions related to the selection criteria. At the interview, the panel will be seeking to determine your relative strengths and weaknesses in relation to the position by asking you about specific examples or occasions when you have displayed the required competencies.

You will have the opportunity to ask questions, given the chance to demonstrate your interest in and understanding of the position and its duties. You should allow up to an hour and a half for an interview. It isn't necessary to bring anything with you to the interview.

Candidates short listed at this stage of the selection process may be required to attend a second round interview.

### TECHNICAL SKILLS ASSESSMENT

Short listed candidates may be requested to complete technical competency assessment following the interview.

### QUALIFICATIONS

If you list formal qualifications on your application, please note that you may be required to provide the original qualifications at any time during the selection process.

However, if you are the successful applicant, either on engagement, promotion or transfer, you will be required to provide the original qualifications prior to commencement in the position.

### PRE-EMPLOYMENT CHECKS

EastLink is committed to providing a safe and healthy working environment for its employees, contractors and visitors. To achieve this, EastLink strives to ensure that employees are not required or permitted to undertake work for which they are not suited and to take appropriate measures to allow work to be done in a manner which will not put any person at risk to their health and safety.

To assist EastLink in achieving this objective, short listed candidates will be required to complete a pre-existing health declaration and must disclose any/all pre-existing injuries or diseases suffered, which, they reasonably believe could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by them undertaking this role.

Short listed candidates may be required to undergo a vision assessment by an Optometrist and a hearing assessment by an Audiologist prior to commencing employment. The cost of this consultation will be met by EastLink.

### REFEREES

In accordance with EastLink policy a minimum of three (3) professional referees are required. This should include, where practicable, the most recent manager / supervisor who can be contacted to discuss the employment application.

### ELIGIBILITY FOR APPOINTMENT

Candidates who complete the selection process and meet all the selection criteria will be eligible for appointment with EastLink. Where there are more eligible candidates than available positions, offers of employment will be extended to those candidates whose attributes are most closely aligned with the organisation's requirements.



## OTHER INFORMATION

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### POSITION STATUS

This position is offered on a Full Time basis.

### REMUNERATION

The total remuneration, which includes superannuation, offered for this role will be negotiated with the employee.

### COMMENCEMENT

The position is available for an immediate start.

### PROOF OF ENTITLEMENT TO WORK

Upon commencement of employment with EastLink all new employees will be required to confirm their identity and present proof of entitlement to work in Australia. The following documents will be accepted:

- Australian birth certificate
- Australian citizenship certificate
- Certificate of evidence of citizenship
- Australian passport
- Valid visa with permission to work

### PROBATION

All new employees of EastLink will be subject to a probationary period of three (3) months. Confirmation of continuing employment beyond the end of the probationary period will be provided before the expiry of the probationary period and will be contingent upon satisfactory performance, satisfactory behaviour and meeting any necessary security clearance or other specified employment pre-requisite requirements.

### POLICE CHECK

Successful applicants shall be required to consent to, and satisfactorily complete, a criminal history check upon commencement of employment at no cost to the employee.

### LOCATION

This role will be based at Ringwood and the incumbent may be required to travel or transfer between locations to the extent needed to effectively carry out the responsibilities of the role.

### ON CALL

Due to the nature of ConnectEast's activities, this position may be required to respond to emergency calls outside normal business hours. These call outs may be due to urgent maintenance, safety or security related incidents, significantly affecting ConnectEast's operational capabilities and Tolling Revenue.

## TRAVEL

Travel expenses, as per EastLink policy will be reimbursed to employees requested to attend a location that is not their normal work location. The amount paid for motor vehicle expenses will be based on the Australian Taxation Office provided schedule and will be calculated on the additional distance they are required to travel over and above their normal travel between home and work.

## WORK LIFE BALANCE

A number of initiatives have been introduced across the organisation which demonstrates our commitment to work life balance. These initiatives are underpinned by our values and behaviours and are embedded in policy and procedural arrangements and the *ConnectEast Customer Operations Employees Collective Agreement*.

EastLink is committed to conditions of employment that support employees to achieve a successful work life balance through diversity of choice with regards to work patterns and a range of leave arrangements to enact the *Time Better Spent* philosophy of a better balance of work, family and lifestyle commitments benefiting employees and the organisation.

Some of the arrangements that EastLink supports includes:

- Flexible Working Hours
- Part Time Work
- Job Share
- Internal Promotional Opportunities
- Time in Lieu
- 48/52 Leave



## BENEFITS

EastLink also offer a range of benefits to enhance the employment experience of its people which include:

- Employee Tolls Reimbursement
- Fruit in the Workplace
- Health & Wellbeing Program including health assessments
- Employee Assistance Program
- Social Club
- Discount Employee Benefits
- Subsidised study fees

## SMOKE FREE WORKPLACE

The health dangers associated with active smoking are well known. EastLink also recognises that passive smoking may be hazardous to health and that non-smokers should be protected from the involuntary inhalation of second hand tobacco smoke.

EastLink is a smoke free environment and smoking on EastLink work premises is not permitted.