

5147

Customer Field Workstream Core Job Description

Job Title: Installer/Repairer
 Local Title: COMMUNICATIONS TECHNICIAN 4
 Work Stream / Band: CFW 4
 Reports to: Team Leader

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5: Team Leader
 Level 6:

JOB PURPOSE

1. **Primary Role** (if applicable, include other key role/s as 2, etc)

Without immediate supervision or direction undertake the full range of end to end installation, repair and maintenance functions associated to telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

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

Typical functions could include, but not exclusive to:

- Repair and Maintenance of the Customer Access Network including Cable TV.
- Repair and Maintenance of Simplex Products & Services (eg. single line services, OnRamp, basic Data, public Payphones & associated products ie: TOPS, COPS).
- Installation or Repair of Complex CPE Products and Cabling (eg. PABX, SBS, Data & Special Services, Mobiles, Media & Broadcast Services, associated MDF activities).
- Installation & Repair of Fixed Radio Access/Small Pair Gain Systems.
- Non-Network Interference work on Switches & Transmission (eg. Alarm resets, board changes under GOC direction, line conditioning and testing).

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Achieve faultless end to end fault rectification and installations to the full satisfaction of customers expectations
 - Through compliance to prescribed standards, practices and procedures
 - Through correct and proficient utilisation of instruments and tools from remote points within the network.
2. Undertake planned activities associated to infrastructure maintenance and upgrades within given time lines.
 - Through compliance to prescribed standards, practices and procedures
 - Through correct and proficient utilisation of instruments and tools from remote points within the network.

3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of p confirm the agreed requirements are fully met upon completion.
4. Contribute to personal and public image by compliance with all relevant policies, practices and regulati effective and responsible manner.
5. Contribute to the company's financial well being by the timely and accurate capturing and recording of : cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
6. Contribute to the effective resource and workforce deployment through compliance to Work Management business rules and performance expectations.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

	Financial Accountability:- (\$k's p.a. - against responsibility rating)			
	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consists of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately record Fee For Service charges and forward the the appropriate area for billing.
- Correct application of and compliance to policies, procedures and practices will impact positively on the e the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functio

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performi function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers i Typical Applicable Licence could be AUSTEL BCL/CATS cabling licence
Where a mandatory licence is required to perform a particular job function it will be specified on the individual description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee at the top end of this level will demonstrate a high level of procedural and systematic proficie performing those functions and would be required to apply well developed broad technical skills, would **typical not restricted to**, having a minimum of four years relevant experience in at least one of the relevant functiona defined in the job role and posses the following attributes;
 - Logistical skills for determining job planning
 - First level leadership skills to lead a small team on site
 - Personal organisation & high level of self motivation
 - Able to Operate Screen Based Equipment
 - Possess a sound knowledge of voice/basic data products.
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to pi the highest level of customer service behaviours possible, to take ownership and show initiative in the resolutio customer related issues and the provision of service.
3. The Employee will be required to show a high level of initiative as a fundamental requirement in the delivery service to customers and to operate inter dependently .

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

3 of the required 7 competencies for AQF2, Certificate ii (Cabling)

2 of the required 6 competencies for AQF3, Certificate iii (CAN)

4 of the required 6 competencies for AQF3, Certificate iii (Cabling)

1 of the required 6 competencies for AQF3, Certificate iii (Telecommunications)

4 of the required 6 competencies for AQF3, Certificate iii (CPE)

1 of the required 5 competencies for AQF4, Certificate iv (Cabling)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS

(Typical level contacts only)

Internal

Work Management Centre

Cable Assigners

Sales & Customer Service Staff

Area Manager

Team Leader

Testers

Specialist Operations Centres

External

Customers (All Segments)

Local Authorities

Developers

Customer Field Workstream Core Job Description

Job Title: Installer/Repairer

Local Title: COMMUNICATIONS TECHNICIAN 5

Work Stream / Band: CFW 5

Reports to: Team Leader

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

Level 1: Group Managing Director

Level 2:

Level 3:

Level 4:

Level 5:

Level 6: Team Leader

JOB PURPOSE

1. Primary Role if applicable, include other key role/s as 2, etc)
 Without immediate supervision or direction undertake the full range of end to end installation, repair and maintenance functions associated to telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions
 Typically an individual performing this role would be required to undertake complex prescribed diagnostics and programming of services and networks in the field and determine the course of action from a range of variable solutions.

- Typical functions could include, but not exclusive to:
- Installation and Repair of Complex CPE products and cabling (eg. PABX, SBS, Data & Special Services, Mobiles, Media & Broadcast services, associated Exchange work).
 - Repair of complex and difficult CAN transmission and inter-exchange network faults (ESD).
 - Repair and Maintenance of potential Network interference and service affecting Faults and Isolations associated to Switches and Transmission Systems (eg. Special service jumpering, fault rectification and hazardous board replacement under direction from GOC, RIM, RCM Faults, etc)
 - Repair and Maintenance of Large Pair Gain Systems (eg. RIM, DRCS & Customer Radio)
 - Install and Replace Exchange Cards.

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Achieve faultless end to end fault rectification and installations to the full satisfaction of customers expectations;
 - Through compliance to prescribed standards, practices and procedures
 - Through correct and proficient utilisation of instruments and tools from remote points within the network.
2. Undertake planned activities associated to infrastructure maintenance and upgrades within given time lines.
 - Through compliance to prescribed standards, practices and procedures
 - Through correct and proficient utilisation of instruments and tools from remote points within the network.
3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
4. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
5. Contribute to the company's financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
6. Contribute to the effective resource and workforce deployment through compliance to Work Management Centre business rules and performance expectations.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:-	(\$k's p.a. - against responsibility rating)			
	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consists of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately record Fee For Service charges and forward the dockets to the appropriate area for billing.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and possess/obtain and maintain a drivers licence
Typical Applicable Licence could be AUSTEL cabling licence

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee at the top end of this level will demonstrate a very high level of procedural and systematic proficiency in performing those functions and would be required to apply very well developed broad technical skills and would, typically, but not be restricted to, having a minimum of six years relevant experience in at least one of the relevant functional areas defined in the job role and possess the following attributes;
 - Well developed logistical skills for determining job planning
 - Well developed personal organisation & high level of self motivation
 - Able to Operate Screen Based Equipment
 - Possess a sound knowledge of voice/data products.
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
3. The Employee will be required to show a high level of initiative as a fundamental requirement in the delivery of service to customers and to operate inter dependently .

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

- 3 of the required 5 competencies for AQF4, Certificate iv (CAN)
- 2 of the required 5 competencies for AQF4, Certificate iv (Telecommunications)
- 1 of the required 4 competencies for AQF5, Diploma In (CPE)
- 4 of the required 5 competencies for AQF4, Certificate iv (CPE)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Work Management Centre
Cable Assigners
Sales & Customer Service Staff
Area Manager
Team Leader
Testers
Specialist Operations Centres

External

Customers (All Segments)
Local Authorities
Developers

J05149

Customer Field Workstream Core Job Description

Job Title: Installer/Repairer
Local Title: COMMUNICATIONS TECHNICIAN 7
Work Stream / Band: CFW 7
Reports to: Team Leader Field

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

Level 1: Group Managing Director
Level 2:
Level 3:
Level 4:
Level 5: Team Leader Field
Level 6:

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)
Without immediate supervision or direction undertake a range of complex end to end installation, repair and maintenance functions associated to the range of complex telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions
Typically an individual performing this role would be required to undertake very complex diagnostics and programming of services and networks in the field and determine the course of action from a wide range of variable solutions.

Typical functions could include, but not exclusive to ;

- Specialist complex repair of CPE (eg. PABX, Data, Media, & Broadcast services, associated Exchange elements) and/or CPE related networks
- Highly specialist complete Repair and Maintenance of Network and Service affecting Faults and Isolations associated with Switches and Transmission activities. (eg. difficult and complex fault rectification, outage recovery, complex switch fault rectification, DRCS, RIM, S12, AXE and Customer Radio).

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Achieve faultless end to end fault rectification and installations to the full satisfaction of customers expectations.
 - Through *Compliance* to standards, practices and procedures
 - Through correct and expert utilisation of instruments and tools from remote points within the network.
2. Undertake planned and complex routine activities associated to network & service infrastructure, maintenance and upgrades, within given time lines.
 - Through *Compliance* to standards, practices and procedures
 - Through correct and expert utilisation of instruments and tools from remote points within the network.
3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.

- . Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
- 5. Contribute to the company's financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
- 6. Contribute to the effective resource and workforce deployment through compliance to Work Management Centre business rules and performance expectations.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consists of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately record Fee For Service charges and forward the dockets to the appropriate area for billing.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers licence
 Typical Applicable Licence could be AUSTEL cabling licence

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

An employee at the top end of this level will demonstrate a very high level of procedural and systematic proficiency in performing those functions and would be required to apply very well developed broad technical skills and would, typically, but not be restricted to, having a minimum of six years relevant experience in at least one of the relevant functional areas defined in the job role and posses the following attributes;

- Well developed logistical skills for determining job planning
 - Well developed personal organisation & high level of self motivation
 - Able to Operate Screen Based Equipment
 - Possess a sound knowledge of voice/data products.
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
3. The Employee will be required to show a high level of initiative as a fundamental requirement in the delivery of service to customers and to operate inter dependently .

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

- of the required 5 competencies for AQF4, Certificate iv (CAN)
- 2 of the required 5 competencies for AQF4, Certificate iv (Telecommunications)
- 1 of the required 4 competencies for AQF5, Diploma In (CPE)
- 4 of the required 5 competencies for AQF4, Certificate iv (CPE)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

- Internal**
- Work Management Centre
 - Cable Assigners
 - Sales & Customer Service Staff
 - Area Manager
 - Team Leader
 - Testers
 - Specialist Operations Centres

- External**
- Customers (All Segments)
 - Local Authorities
 - Developers
 - Vendors

5142

Customer Field Workstream Core Job Description

Job Title: CAN Infrastructure Build
Local Title: COMMUNICATIONS TECHNICIAN 4
Work Stream / Band: CFW 4
Reports to: Team Leader

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

Level 1: Group Managing Director
Level 2:
Level 3:
Level 4:
Level 5:
Level 6: Team Leader

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)
Without immediate supervision or direction undertake the full range of construction, provisioning & Maintenance activities in the telecommunications Customer Access Network, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

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

Typical functions could include, but not exclusive to:

- Highly skilled Cable Jointing (eg. Complex Cable Jointing, Fibre Optic Jointing).
 - Complex CPAS (eg. Installation and Repair of APCAMS).
 - Party Leader up to 9 Staff undertaking Pit, Pipe, Conduit, Cable or Service Installation, or Party Leader of a small team undertaking Directional Boring (ie > 10,000 Lbs force), Large Mole Plough, Complex Hauling etc.
 - Large Pair Gain System Installation (eg. RIM, DRCS, Customer Radio).
 - Pole Inspection
-

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

- Achieve faultless end to end construction, provisioning & Maintenance of the customer access network and associated infrastructure through compliance to prescribed standards, practices and procedures, and to the full satisfaction of customers expectations.
- Plan and Undertake planned activities associated to infrastructure maintenance and upgrades, through compliance to prescribed standards, practices and procedures within given time lines.
- Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
- Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.

5. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
6. Contribute to the effective resource and workforce deployment through compliance to Work Management Centre business rules and performance expectations.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consist of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately record project/task information and forward the reports onto the appropriate area recording.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers licence

Typical Applicable Licence could be

- AUSTEL cabling licence
- Heavy Machinery Operators Licence

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

An employee entering into this level would be required to apply well developed broad technical and work organisation skills and typically, but not restricted to, have a minimum of four years relevant experience in at least one of the relevant functional areas defined in the job role and posses the following attributes;

- Logistical skills for determining job planning
- Personal organisation & high level of self motivation
- Able to Operate Screen Based Equipment
- First level Leadership skill to Lead a small Team on site
- A high level of procedural and systematic proficiency in performing those functions.

An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.

- The Employee will be required to show a high level of initiative as a fundamental component in the delivery of service to customers and to operate independently .

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

6 of the required 6 competencies for AQF3 , Certificate iii (CAN)

of the required 7 competencies for AQF2, Certificate ii (Cabling)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Work Management Centre
Cable Assigners
Sales & Customer Service Staff
Area Manager
Team Leader

External

Customers (All Segments)
Local Authorities
Developers

Customer Field Workstream Core Job Description

Job Title: Workforce Management
Local Title: COMMUNICATIONS TECHNICIAN 4
Work Stream / Band: CFW 4
Reports to: Team Leader Work Management Centre

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5:
 Level 6: Team Leader Work Management Centre

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)
 Without immediate supervision or direction undertake a specific range of tasks associated to the preparation of work orders, and work distribution, that will ensure the automatic flow through of work to the field workforce, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing these functions would be required to undertake prescribed, routine system and process operation, and determine a course of action from a limited range of solutions
 Typical Functions could include, but not exclusive to:

- Allocation, scheduling and distribution of construction projects to the Field.
 Make Ready and Order Ready functions in all work management environments.
- Customer liaison in all work management environments.
- Systems Administrator in the Work Management Centre (WMC).
- Total automatic work deployment functions in an automatic work management environment (eg. undertakes a combination of *Graphics, Graphics Support, Deployment Control Functions*).

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Achieve clean tickets of work to prescribed standards of quality, that will ensure customers requirements are met, through compliance to prescribed processes and procedures.
2. Achieve the effective automatic flow through of work by compliance to prescribed processes and procedures.
3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
4. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
5. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data.
6. Ensure effective resource and workforce deployment through compliance to Work Management Centre business rules and performance expectations.

JIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consist of the value of own labour, materials and equipment used per annum.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee entering into this level would be required to apply well developed broad technical skills and typically, but not restricted to, have a minimum of one years relevant experience in at least one of the relevant functional areas defined in the job role and posses the following attributes;
 - Logistical skills for determining job planning
 - Personal organisation & high level of self motivation
 - Able to Operate Screen Based Equipment
2. An employee at the top end of this level will demonstrate a high level of procedural and systematic proficiency including interpretation and analysis skills in performing those functions.,
3. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
4. The Employee will be required to show a high level of initiative as a fundamental component in the delivery of service to customers and to operate independently .

Australian Qualifications Framework Relativities

There are no AQF relativities for work performed in this position analysis

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Based Operatives
Work Deployment Operatives
Cable Assigners
Sales & Customer Service Staff
Area Manager
Team Leader
Testers
Specialist Operations Centres

External

Customers (All Segments)

Customer Field Workstream Core Job Description

Job Title :	Workforce Management
Local Title	COMMUNICATIONS TECHNICIAN 5
Work Stream / Band:	CFW 5
Reports to:	Team Leader Work Management Centre

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

Level 1:	Group Managing Director
Level 2:	
Level 3:	
Level 4:	
Level 5:	
Level 6:	Team Leader Work Management Centre

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)

Without immediate supervision or direction undertake the full range complex tasks associated to the management, allocation and distribution of work to the field workforce, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing these functions would be required to undertake a number of prescribed, routine system and process operations, and determine a course of action from a wide range of defined solutions
Typical functions could include, but not exclusive to:

- Manual Programming, Scheduling and Priority Management of Work in a non-automatic work management environment, real-time management of Orders to the Field.
- Multi-functional/multi-skilled work management functions in an automatic work management environment (eg. undertakes a range functions comprising of Automatic Work Deployment,, Make Ready, Customer Liaison etc).
- Total Construction Project Planning & Scheduling

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to a regular review of results;

1. Achieve scheduling and distribution of work to fieldField based resources through compliance to work force management, Processes, principles, standards, systems practices and procedures that will ensure customers requirements are met.
2. Ensure customer commitments and programmed work schedules are met through the compliance to & efficient utilisation of workforce management principles, standards, Systems, practices and procedures that will ensure customers requirements are met.
3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
4. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
5. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions
- An individual will be required to ensure the effective, continual deployment of work to the resources available on a day to day basis and within the day.

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee entering into this level would typically, but not restricted to, require a minimum of two years relevant experience in at least one of the relevant functional areas
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed.
3. The position will require innovation and initiative as a advanced component in the delivery of service to customers and to operate independently.
4. An employee at the fully competent level will require well developed skills in a number of specific workforce management processes and systems and be able to perform a range of workforce management activities and possess the following attributes:

- Well developed Logistical skills for determining job planning
- Personal organisation & high level of self motivation
- Proficient in the Operation of Screen Based Equipment
- Problem solving & decision making skills
- Relevant knowledge/experience.
- Understands relevant end to end processes.
- Practiced process management skills..
- Fully conversant with relevant policy, procedures and regulations.
- Able to apply relevant commercial judgement to business decisions

Australian Qualifications Framework Relativities

There are no AQF relativities for work performed in this position analysis

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Based Operatives

Work Deployment Operatives
Cable Assigners
Sales & Customer Service Staff
Area Manager
Team Leader
Testers
Specialist Operations Centres

External
Customers (All Segments)

Customer Field Workstream Core Job Description

Job Title : Workforce Management
 Local Title: COMMUNICATIONS TECHNICIAN 9
 Work Stream / Band: CFW 9
 Reports to: Functional Manager

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5: Functional Manager
 Level 6: Team Leader

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc).

Without supervision or direction undertake the full range complex tasks associated to the management, allocation and distribution of resources for the field workforce, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing this role would be required to undertake very complex diagnostics and analysis to determine the best course of action from a wide range of variable solutions.

Typical Functions could include, but not exclusive to:

- Resource Management in a Workforce Management Centre (WMC).
- Capital Program and Resource Co-ordination.

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to a regular review of results;

1. Achieve efficient planning, distribution and utilisation of human resources through compliance to resource management; Principles, standards, systems practices and procedures that will ensure customers requirements are met.
2. Create and maintain predictive forecasts of field resources required to construct, install, repair and maintain the telecommunications network and customers services, through the expert application of resource planning and management principles.
3. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner
4. Ensure customer commitments and programmed work schedules are met through compliance to resource management workforce management principles, standards, Systems, practices and procedures that will ensure customers requirements are met.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions
- An individual will be required to ensure the effective, continual deployment of work to the resources available on a day to day basis and within the day.

QUALIFICATIONS MANDATORY (No person to occupy job without this)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee entering into this level would typically, but not restricted to, require a minimum of six years relevant experience in at least one of the relevant functional areas
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed..
3. The position will require innovation and initiative as a advanced component in the delivery of service to customers and to operate independently.
4. The position will require the occupant to conduct on the job training/skill coaching.
5. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions.
6. An employee at the fully competent level will require advanced analytical skills in one or more processes & systems and posses the following attributes:

- Highly developed Logistical skills for determining job planning
- Personal organisation & high level of self motivation
- Proficient in the Operation of Screen Based Equipment
- Advanced Problem solving & decision making skills
- Relevant technical knowledge/experience.
- Understands relevant end to end processes.
- Practiced process management skills.
- Highly Knowledgeable in the application of Analytical and diagnosis skills.
- Fully conversant with relevant policy, procedures and regulations.
- Able to apply relevant commercial judgement to business decisions

Australian Qualifications Framework Relativities

There are no AQF relativities for work performed in this position analysis

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Area Managers

Team Leaders
Business Planning
Marketing
External

Customer Field Workstream Core Job Description

Job Title:	Work Support
Local Title:	COMMUNICATIONS TECHNICIAN 4
Work Stream / Band:	CFW 4
Reports to:	Team Leader

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

Level 1:	Group Managing Director
Level 2:	
Level 3:	
Level 4:	
Level 5:	
Level 6:	Team Leader

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)

Without immediate supervision or direction, undertake a range of specific support activities for the field workforce engaged in the installation, repair Construction and maintenance of telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing these functions would be required to undertake prescribed, routine system and process operation, and determine a course of action from a limited range of solutions

Typical Functions could include, but not exclusive to:

- Material Distribution & Warehousing (eg. Payphone Stores, Local & Area Stores management and distribution).
- Data Management Centre processing type work (eg. Cadstre, Address maintenance, Field SNUI activities & Validation, Post-construction Recording).
- Single Service Activation functions (eg. undertakes only one function of either; Routine Plant Assignment, Routine Electronic Service Activation & Categorisation, Service Order management, Pre-provisioning and held order co-ordination/reduction).
- Field Validation of Network and Customer Equipment Data.
- Single Detail Design Functions (undertakes one only function of either, CPR Design Entry, Design pack preparation, Compliance determination & authorisation, Field Investigation).

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to the Team Leaders supervision of progress and review of jobs;

1. Under minimal Instruction, ensure the effective and efficient, management and delivery of materials through compliance to prescribed standards, practices and procedures within given time lines, and to the full satisfaction of customers expectations.
2. Contribute to the timely and efficient completion of field workforce activities , through the application of proper field administration, practices and procedures within given time lines.
3. Undertake the singular operation of processes and data information and operating systems through compliance to prescribed practices, procedures and standards.

4. Establish and maintain information in key data systems through compliance with prescribed processes.
5. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
6. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consist of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately record project/task information and forward the reports onto the appropriate area recording.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and possess/obtain and maintain a drivers licence.

Typical Applicable Licence could be:

- Machinery Operators Licence

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

- Towards one year's relevant work experience
- Qualified to hold relevant licences as required
- Conversant with relevant procedures and guidelines
- Relevant technical knowledge and experience to handle routine technical and administrative activities with minimal supervision.
- Able to deal courteously with customers and to get along with peers and supervisors
- Able to proficiently operate a small range of equipment and/or machinery
- Able to operate Screen Based Equipment

Australian Qualifications Framework Relativities

There are no AQF relativities for work performed in this position analysis

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Based Operatives

Area Manager

Team Leader

Materials Management and Supply Groups

Personnel Operations

External

Customers (All Segments)

Vendors and Suppliers

5161

Customer Field Workstream Core Job Description

Job Title: Work Support
 Local Title: COMMUNICATIONS TECHNICIAN 5
 Work Stream / Band: CFW 5
 Reports to: Team Leader

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5: Team Leader
 Level 6:

JOB PURPOSE

1. Primary Role

Without immediate supervision or direction undertake the a range of activities associated with a specific work support functions, directly supporting the field work force engaged in the installation, repair Construction and maintenance of telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing this role could be required to undertake prescribed diagnostics , programming and analysis of services and networks remote from the field and determine the course of action from a Defined range of solutions.

Typical Functions could include, but not exclusive to:

- Control a segment of material distribution and warehousing products and services.
- CAN and equipment/network Fault Analysis, , Testing remote from the field (eg; CANFAS, Analysts E71 analysis & design)
- Scheduling , system administration and field supervision of Payphone coin run staff.
- Testing, diagnosis and analysis of Simplex equipment, service and network faults remote from the field.

** (NOTE)

- First level testing, diagnosis & analysis of all Simplex & Complex faults remote from the field.

** (NOTE)

** (NOTE): the two functions of testing are intended to be development roles, it is expected that staff entering these functions will progress to J05165 within 12 months having demonstrated a satisfactory level of competence.

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Undertake Simplex Testing and Analysis activities, associated to the installation, maintenance, repair of customers services and construction of the Customer Access Network, through the application of systems, standards, procedures and practices to specified time frames.

3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
3. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
4. Control a segment of material distribution and warehousing products and services through the application of systems, standards, procedures and practices to specified time frames.
5. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant network and system data.
6. Contribute to the effective resource and workforce deployment through compliance to Work Management business rules and performance expectations

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$
Other:-	(if no \$'s indicator, other indication of relative size of responsibility)			

Direct:

- An operative in a support work group has an influence on the design, management and utilisation of assets and resources operating within the telecommunications network.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities.

Typical Applicable Licence could be AUSTEL cabling licence.

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS / EXPERIENCE LEVEL - DESIRABLE

1. At the base level the person would be required to possess the specified requisites for the job, an employee who is fully competent at this level would typically, but not restricted to, have had at least 2 years experience, and through the application of well developed technical skills and under minimal instruction possess the required expertise in the relevant technical/functional area to perform routine technical functions.
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed.
3. The position will require the occupant to conduct on the job training/skill coaching.
4. An occupant performing at this level will require well developed interpretation and analysis skills as a course of performing these functions.
5. An employee at the fully competent level will possess well developed procedural skills in one or more process or systems, while at the same time be able to perform functions across the range of telecommunications activities and possess the following attributes
 - Proficient in the Operation of Screen Based Equipment
 - Problem solving & decision making skills
 - Relevant procedural knowledge/experience.
 - Understands relevant end to end processes.
 - Practiced process management skills.
 - Knowledgeable in the application of Analytical and diagnosis skills.
 - Fully conversant with relevant policy, procedures and regulations.
 - Able to apply relevant commercial judgement to business decisions

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

5 of the required 6 competencies for AQF4, Certificate iii (CPE)

3 of the required 5 competencies for AQF4, Certificate iv (CAN)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Based Operatives

Area Manager

Team Leader

Materials Management and Supply Groups

Specialist Operations Centres

Testers

Order issue staff

Project management

External

Customers (All Segments)

Vendors and Suppliers

Customer Field Workstream Core Job Description

Job Title:	Work Support (Provisioning/Activation)
Local Title	COMMUNICATIONS TECHNICIAN 5
Work Stream / Band:	CFW 5
Reports to:	Team Leader

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

Level 1:	Group Managing Director
Level 2:	
Level 3:	
Level 4:	
Level 5:	Team Leader
Level 6:	

JOB PURPOSE

1. Primary Role

Without immediate supervision or direction undertake the full range of activities associated with specific work support functions, directly supporting the field work force engaged in the installation, repair Construction and maintenance of telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing these functions would be required to undertake a number of prescribed, routine system and process operations, and determine a course of action from a wide range of defined solutions and/or be required to have a detailed knowledge of all the processes and systems associated to the specific functional area. Typical Functions could include, but not exclusive to:

Multi-functional/multi-skilled Service Activation functions

EG:

1. Routine Plant Assignment, & Electronic Service Activation & Categorisation,
2. Service Order Management, Pre-provisioning and held order management risk control, etc).

- Specialist Held Order Coordination

- Subject Matter Expert in NPAMS Maintenance

- Subject Matter Expert in Plant Assignment (eg undertakes all Assignment, Transmission and rearrangements functions)

- Detailed Design (Customer Access Network)

EG:

Drawing the design for the constructor, Custom design, Estimating, CPR Maintenance

- Specialist Complex Product Connect functions (ie; Centel)

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Undertake Provisioning and Activation activities, associated to the installation, maintenance, repair of customers services and construction of the Customer Access Network, through the application of systems, standards, procedures and practices to specified time frames.
2. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
3. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
4. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant network and system data.
5. Contribute to the effective resource and workforce deployment through compliance to Work Management business rules and performance expectations

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

Direct:

- An operative in a support work group has an influence on the design, management and utilisation of assets and resources operating within the telecommunications network.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities.

Typical Applicable Licence could be AUSTEL cabling licence.

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. At the base level the person would be required to possess the specified requisites for the job, an employee who is fully competent at this level would typically, but not restricted to, have had at least 2 years experience, and through the application of well developed process and systems skills and under minimal instruction possess the required expertise in the relevant functional area.
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed.
3. The position will require the occupant to conduct on the job training/skill coaching.
4. An occupant performing at this level will require well developed interpretation and analysis skills as a course of performing these functions.
5. An employee at the fully competent level will possess very well developed process and systems skills across a range of functional process and system areas and possess the following attributes:
 - Proficient in the Operation of Screen Based Equipment
 - Problem solving & decision making skills
 - Relevant procedural knowledge/experience.

- Understands relevant end to end processes.
- Practiced process management skills.
- Knowledgeable in the application of Analytical and diagnosis skills.
- Fully conversant with relevant policy, procedures and regulations.
- Able to apply relevant commercial judgement to business decisions

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

- 5 of the required 6 competencies for AQF3, Certificate iii (Cabling)
- 5 of the required 6 competencies for AQF4, Certificate iii (CPE)
- 3 of the required 5 competencies for AQF4, Certificate iv (CAN)
- 1 of the required 5 competencies for AQF4, Certificate iv (Cabling)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

- Field Based Operatives
- Area Manager
- Team Leader
- Materials Management and Supply Groups
- Specialist Operations Centres
- Testers
- Order issue staff
- Project management

External

- Customers (All Segments)
- Vendors and Suppliers

5166?

Customer Field Workstream Core Job Description

Job Title: Work Support (Design)
Local Title: COMMUNICATIONS TECHNICIAN 6
Work Stream / Band: CFW 6
Reports to: Team Leader Design Detailing

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5:
 Level 6: Team Leader Design Detailing

JOB PURPOSE

Primary Role

Work with general direction, in a commercially driven environment, performing the full range of Design Detail functions, for the provision of the Customer Access Network, consistent with current Business, Financial, Regulatory and Technical standards, at the highest level.

Work as a senior member of a customer & business focused team, where the management of priorities, workrates, work quality, design audits, costs and the delivery to the customer on time, are key accountabilities. Carry out a coaching and mentoring role, to assist the team leader in the development of the team.

ACCOUNTABILITIES

(Primary business outputs set for job)

Prepare designs that optimise the solutions (Briefs) by taking into account, all available information, customer and business priorities, the return on investment, and the effective utilisation of resources.

Ensure all designs comply with the design rules, technical specification, regulatory and financial requirements.

Carry out Design Audits across the full range of design functions to ensure design operations and solutions are commercially and technically proficient.

Perform a coaching and mentoring role to assist the team leader in the development of the team.

Operate according to Telstra's Operating Principles, including compliance to Expenditure classifications, Duty of Care, HS&E, Code of Conduct and EEO responsibilities.

Keep up to date with process changes, introduction of new technology, amendments to regulatory codes, work and business priorities.

Identify and act on, plant deficiencies, reduction in costs and waste, data quality, process improvement while contributing to the development of a commercially focussed work environment.

KEY BEHAVIOURS

Appreciates that their attitude and approach to work helps to shape the work environment.
Works diligently to meet work and customer commitments
Shares information and values the work of others through positive re-enforcement.
Sets the example for data accuracy, work quality and the management and correction of dirty tickets of work (DTOWs).
Uses measures and data to analyse and improve business performance
Communicates effectively with peers, staff and management on performance, process and staff related issues.
Operates knowing that design is part of the end to end delivery of the product and service
Accepts feedback and assists in the development and performance of others
Learns and applies new skills
Knows their job role and the performance standards expected
Completes performance reports accurately & timely
Readily adopts new processes and accepts change
Organises work and handoffs to enhance workflow
Deals with customers, public, and other sections of Telstra in a clear and professional manner.
Knows and practises the safety standards expected
Contributes to incident investigations by helping to identify root causes
Actively participates in Team Briefs and contributes to discussions on team performance.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibilities:-

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

Financial Accountabilities:-

Expenses:-

Revenue:-

Other:-

Relationship to \$'s

QUALIFICATIONS

Competent in Telecommunications Design Detailer functional Competency Units 1 to 12.

A sound knowledge of systems related to the design function

Or has entered at the Diploma level and progressed through a Telstra development program.

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

Ability to read and interpret a design Brief

a comprehensive knowledge of the relevant Design and Construction processes, technical standards, practices and procedures

extensive knowledge and experience associated with installation and maintenance practices in the design and construction of the CAN.

excellent technical specialist knowledge of all system requirements in correctly establishing a construction pack and recording of the network

possess practical communication skills for understanding, influencing, coaching and mentoring people

proficient in oral and written communication.

well developed interpersonal skills.

demonstrates innovation and initiative as a requirement for the delivery of customer service.

ability to work independently with general direction only and with team members as required, to deliver the business outputs

demonstrated ability to evaluate decisions and outcomes from a commercial perspective

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

Team Leader Access Delivery

Other team members

Service Activation

SPG (Service Provisioning Group)

Graphical Data

Utilisation Data

IMO (Infrastructure Management & Operations)

Local Government Authorities.

Other Service providers eg Power, Gas & Water Authorities

Subject Matter Experts as required

Land Owners

Customers

Customer Field Workstream Core Job Description

Job Title: Work Support
Local Title COMMUNICATIONS TECHNICIAN 7
Work Stream / Band: CFW 7
Reports to: Team Leader

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5:
 Level 6: Team Leader

JOB PURPOSE

1. Primary Role

Without immediate supervision or direction undertake the full range of complex activities associated to specific complex work support functions, directly supporting the field work force engaged in the installation, repair Construction and maintenance of telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing this role could be required to undertake complex diagnostics, and analysis in the field and/or remote from the field and determine the course of action from a wide range of variable solutions.

Typical functions could include, but not exclusive to:

- Co-ordination and scheduling of Field Resources (eg. PIMS Co-ordination, Construction Resource Planning and Co-ordination, Resource Planning in a Work Management Centre, Payphones Control Centre).
- Field-based Onsite Project Leader (eg. Leading Hand, Contractor Co-ordinator,).
- Direct Technical Specialist Support for Team Leaders in the Field and Remote Area Support.
- Field Material Liaison & Coordination

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Undertake resource planning co-ordination activities, associated to the installation, maintenance, repair of customers services and construction of the Customer Access Network, through the application of systems, standards, procedures and practices to specified time frames.
2. Undertake a range of direct process and/or systems support functions, through the expert application of knowledge acquired in a specific field.
3. Provide advanced level of technical, process and projects support in the field or remote from the field, to staff and Team Leaders for a specific range of products and services or functions, with or without the assistance of remote diagnostic tools and through the application of standards, procedures and practices.
4. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.

- . Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
- 6. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant network and system data.
- 7. Contribute to the effective resource and workforce deployment through compliance to Work Management business rules and performance expectations

DIMENSIONS

(Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

Direct:

- A specialist operative in a support work group has a significant influence on the design, management and utilisation of assets and resources operating within the telecommunications network.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities.

Typical Applicable Licence could be AUSTEL cabling licence.

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

. At the base level the person would be required to possess the specified requisites for the job, an employee who is fully competent at this level would typically, but not restricted to, have had at least 2 years experience, and through the application of well developed process and systems skills and under minimal instruction possess the required expertise in the relevant functional area.

2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed.
3. The position will require the occupant to conduct on the job training/skill coaching.
4. An occupant performing at this level will require well developed interpretation and analysis skills as a course of performing these functions.
5. An employee at the fully competent level will possess very well developed process and systems skills across a range of functional process and system areas and possess the following attributes:

- Proficient in the Operation of Screen Based Equipment
- Problem solving & decision making skills
- Relevant procedural knowledge/experience.
- Understands relevant end to end processes.
- Practiced process management skills.
- Knowledgeable in the application of Analytical and diagnosis skills.
- Fully conversant with relevant policy, procedures and regulations.
- Able to apply relevant commercial judgement to business decisions

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

5 of the required 6 competencies for AQF3, Certificate iii (Cabling)

5 of the required 6 competencies for AQF4, Certificate iii (CPE)

3 of the required 5 competencies for AQF4, Certificate iv (CAN)

1 of the required 5 competencies for AQF4, Certificate iv (Cabling)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS

(Typical level contacts only)

Internal

Field Based Operatives

Area Manager

Team Leader

Materials Management and Supply Groups

Specialist Operations Centres

Testers

External

Customers (All Segments)

Vendors and Suppliers

516A

Customer Field Workstream Core Job Description

Job Title: Work Support
Local Title: COMMUNICATIONS TECHNICIAN 7
Work Stream / Band: CFW 7
Reports to: Team Leader (Section)

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5:
 Level 6: Team Leader (Section)

JOB PURPOSE

1. Primary Role

Without supervision or direction undertake the full range of complex activities associated to specific complex work support functions, directly supporting the field work force engaged in the installation, repair Construction and maintenance of telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing this role could be required to undertake complex diagnostics, programming and design of services and networks remote from the field and determine the course of action from a wide range of variable solutions.

Typical functions could include, but not exclusive to:

- Process & Systems Support in an office environment (eg. CPR process and Application support activities, Design, Estimating, Data Utilisation, Network integrity & compliance, Cable assigning & Product Connect, Logistics & inventory, development forecasting).
- Subject Matter Expert in a small office-based Support Team (eg. inputting data into data recording systems, pre-provisioning co-ordination, warehouse & distribution).
- Project Management of Service Orders.
- Circuit Design associated to complex PABX & Data Networks (ie: Special Service Circuits,)

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Undertake Design, and Data Management & provisioning support activities, associated to the installation, maintenance, repair of customers services and construction of the Customer Access Network, through the application of systems, standards, procedures and practices to specified time frames.
2. Undertake remote Testing / Diagnostics and activities associated to repair and maintenance processes through the correct application of systems, standards, procedures and practices to specified time frames.
3. Provide advanced level of technical support for a specific range of products and services, with or without the assistance of remote diagnostic tools and the application of detailed standards, procedures and practices

1. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
5. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
6. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant network and system data.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

Direct:

- A specialist operative in a support work group has a significant influence on the design, management and utilisation of assets and resources operating within the telecommunications network.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities.

Typical Applicable Licence could be AUSTEL cabling licence.

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee entering into this level would typically, but not restricted to, require a minimum of six years relevant experience in at least one of the functional areas
 2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed..
 3. The position will require innovation and initiative as a advanced requirement the delivery of services to customers and to operate independently.
 4. The position will require the occupant to conduct on the job training/skill coaching.
 5. An occupant of this position could be expected to lead a small team of staff engaged in a specific set of Workforce Support functions.
 6. An occupant performing at this level will require advanced interpretation and analysis skills as a course of performing these functions.
 7. An occupant would be required to possess an advanced level of procedural, process and systems competence.
 8. An employee at the fully competent level will possess advanced procedural skills in one or more specific fields of complex products, services, processes or systems while at the same time be able to perform functions across the range of activities and possess the following attributes
- Well developed Logistical skills for determining job planning
 - Personal organisation & high level of self motivation
 - Proficient in the Operation of Screen Based Equipment
 - Advanced Problem solving & decision making skills
 - Relevant procedural knowledge/experience,
 - Understands relevant end to end processes.
 - Practiced process management skills.
 - Very knowledgeable in the application of Analytical and diagnosis skills.
 - Fully conversant with relevant policy, procedures and regulations.

Able to apply relevant commercial judgement to business decisions
A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies:

2 of the required 4 competencies for AQF5, Diploma In (CPE)

NOTE: Applicable, relevant competencies as identified on 1 October 1998.

KEY WORKING RELATIONSHIPS

(Typical level contacts only)

Internal

- Field Based Operatives
- Area Manager
- Team Leader
- Materials Management and Supply Groups
- Specialist Operations Centres
- Testers

External

- Customers (All Segments)
- Vendors and Suppliers

Customer Field Workstream Core Job Description

Job Title: Work Support "Testing"
Local Title: COMMUNICATIONS TECHNICIAN 7
Work Stream / Band: CFW 7
Reports to: Team Leader (Section)

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

Level 1: Group Managing Director
Level 2:
Level 3:
Level 4:
Level 5:
Level 6: Team Leader (Section)

JOB PURPOSE

1. Primary Role

Without supervision or direction undertake the full range of complex activities associated to specific complex testings functions, directly supporting the field work force engaged in the installation, repair Construction and maintenance of telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typically an individual performing this role would be required to undertake very complex diagnostics and programming of services and networks remote from the field and determine the course of action from a wide range of variable solutions.

Typical functions could include, but not exclusive to:

- Testing, diagnostics and analysis of Complex equipment, service and system Faults remote from the Field (eg. CNSC TNMC and 1100 Testers, Difficult Network & Customer Fault Management)
-

ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Undertake Complex Testing, associated to the installation, maintenance, repair of customers services and construction of the Customer Access Network, including remote diagnostics & command, through the application of systems, standards, procedures and practices to specified time frames.
2. Undertake Complex Remote Testing and Diagnostics activities associated to repair and maintenance processes through the correct application of systems, standards, procedures and practices to specified time frames.
3. Provide advanced level of technical support for a specific range of products and services, with the assistance of remote diagnostic tools and the application of detailed standards, procedures and practices
4. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
5. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
6. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant network and system data.

2. Contribute to the effective resource and workforce deployment through compliance to Work Management business rules and performance expectations

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

Direct:

- A specialist operative in a support work group has a significant influence on the design, management and utilisation of assets and resources operating within the telecommunications network.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently plan the utilisation of materials and equipment for the execution of these functions

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities.

Typical Applicable Licence could be AUSTEL cabling licence.

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL **DESIRABLE**

- An employee entering into this level would Typically, but not restricted to, require a minimum of ten years relevant experience in at least one of the functional areas
- An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed..
- The position will require innovation and initiative as a advanced component in the delivery of service to customers and to operate independently.
- The position could require the occupant to conduct on the job training/skill coaching.
- An occupant of this position could be expected to lead a small team of staff engaged in a specific set of Workforce Support functions.
- An occupant performing at this level will require advanced interpretation and analysis skills as a course of performing these functions.
- An employee at the fully competent level will possess advanced technical skills in one or more specific fields of complex products or services while at the same time be able to perform functions across the range of telecommunications activities and possess the following attributes:

- Well developed Logistical skills for determining job planning
- Personal organisation & high level of self motivation
- Proficient in the Operation of Screen Based Equipment
- Advanced Problem solving & decision making skills
- Relevant technical knowledge/experience.
- Understands relevant end to end processes.
- Practiced process management skills.
- Knowledgeable in the application of Analytical and diagnosis skills.
- Fully conversant with relevant policy, procedures and regulations.

- Able to apply relevant commercial judgement to business decision

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

- 3 of the required 4 competencies for AQF5, Diploma In (CPE)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Based Operatives

Area Manager

Team Leader

Materials Management and Supply Groups

Specialist Operations Centres

Testers

External

Customers (All Segments)

Vendors and Suppliers

TO 5194.

Customer Field Workstream Core Job Description

Job Title: Technical Specialist
 Local Title: COMMUNICATIONS TECHNICIAN 8
 Work Stream / Band: CFW 8
 Reports to: Team Leader OR Functional Manager

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5:
 Level 6: Team Leader

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)

Through the application of very advanced technical skills undertake a specific range of specialist functions, that either directly support the field work force or in a direct field based activity enable the end to end installation, repair and maintenance functions associated to specific complex telecommunications networks, products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

2. Typical Functions

Typical functions could include, but not exclusive to:

- Specialist Circuit Design for large projects associated to complex PABX & Data Networks
High level Technical Specialist National Support in the Field, for CPE, Networks and Systems (eg. Intelligent Networks, Transmission, Specific Complex Products).
- Provide advance technical process, system and diagnostics support in an office environment (eg. CAN Design, Estimating, Testing & ESD Management, Data Management, Development Forecasting, Compliance & Integrity and National Code Compliance, Enhanced Service Provisioning Design, Recall and After Hours Fault Management).
- Field and Office-based Project and Technical Co-ordination (eg. System implementation, product introduction, Vendor Liaison and management of products from the Field, Payphones Country Technical support & Project Management, Enhanced Service Provisioning).
- Highly complex specialist repair and maintenance of Network & Service affecting Faults and Isolations associated with SWITCHES, TELEPOWER and TRANSMISSION Systems (eg. Fault rectification on radio and large PGE requiring diagnosis remote from the TMG, High level Transmission and Power Technical Specialists).

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Provide a single focus and point of escalation for field staff on specific complex networks products or services through the provision of high level support and the correct application of standards, practices and procedures, and to the full satisfaction of customers expectations.
2. Proactively and reactively initiate actions to determine the cause of, rectification and minimisation of failures in complex networks, products or services.
3. Provide certification and acceptance of products and services at the commissioning stage on complex networks, products or services.
4. Actively resolve Complex terminal and network related problems in the Field to restore and maintain high Networks, products or services.
5. Provide expert technical leadership to a team of office or field based staff on key support processes & systems through the expert application of prescribed processes, practices and procedures.
6. Develop work instructions and procedural documentation relevant to specific products services, systems & processes.
7. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress confirm the agreed requirements are fully met upon completion.
8. Contribute to personal and public image by compliance with all relevant policies, practices and regulations effective and responsible manner.
9. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
10. Develop work instructions and procedural documentation relevant to specific products or services.
11. Provide subject matter expertise on processes & procedures for the functions under span of control

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consist of the value of own labour, materials and equipment used per annum.

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers licence
 Typical Applicable Licence could be AUSTEL cabling licence
 Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

- An employee entering into this level would typically, but not restricted to, require a minimum of 10 years relevant technical experience.
- An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed.
- The position will require innovation and initiative in the development of solutions for complex issues at a very advanced level in the delivery of service to customers and to operate independently.
- The position will require very advanced development of skills generally in one specific field of products, services, technology, systems and/or processes while at the same time be able to perform functions across a broad range of fundamental skills.
- The position will require the occupant to conduct on the job training/skill coaching.
- An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions.

Australian Qualifications Framework Relativities

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

3 of the required 4 competencies for AQF5, Diploma (CPE)

2 of the required 4 competencies for AQF5, Diploma (Telecommunications Engineering)

2 of the required 4 competencies for AQF6 , Advanced Diploma (Telecommunications Engineering)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Operatives

CSG/RSG/CNSC

Account Executive

Global Services

C & C SDU / NOU / N&M / NTG

External

Customers

Vendors / Suppliers / Third Party Maintainers

National/State/Local Authorities

Manufacturers

5155

Customer Field Workstream Core Job Description

Job Title: Technical Specialist
 Local Title: COMMUNICATIONS TECHNICIAN 9
 Work Stream / Band: CFW 9
 Reports to: Functional Manager

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4: Functional Manager
 Level 5: Team Leader
 Level 6:

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)

Through the application of the highest level of technical skills, undertake a specific range of specialist end to end installation, repair and maintenance functions associated to very specific complex telecommunications networks, products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

- Provide a single point of contact for the resolution of customer and network related issues. Proactively inform customers of critical outages and action to be taken. Prepare and present performance improvement proposals. Identify new business opportunities.
- Assume ownership of specific service assurance / activation activity to ensure contracted service assurance and customer targets are met. Provide regular feedback to customers. Initiate corrective action to reduce recurring faults.
- Develop work instructions / processes for continuity of customer service and disaster recovery.
- Provide the highest level of technical liaison between Telstra and it's Suppliers.
- Provide technical leadership to other staff in the resolution of the most difficult network faults.
- Proactively manage vendors to ensure that network integrity is enhanced by adherence to service level agreements/contracts.
- Participate in continually reassessing network management processes to achieve the most efficient use of capital and maintenance expenditure.

2. Work Functions

Typical functions could include, but not exclusive to:

- Advanced High level Technical Specialist National Support in the Field for CPE, Networks and Systems (eg. PSTN, Public and Intelligent Networks, Specific Complex Products).

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Provide a single focus and point of contact for specific staff and vendors on very specific complex products or services in the Telecommunications network through the provision of high level support and the correct application of prescribed standards, practices and procedures, and to the full satisfaction of customers expectations.
2. Proactively initiate actions to determine the cause of, rectification and minimisation of faults, failures and enhancements in complex networks or services.
3. Provide direct input to vendors and suppliers on the design, certification and acceptance of products and services the commissioning stage on complex technical products or services.
4. Develop work instructions and procedural documentation relevant to specific products or services.
5. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
6. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
7. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
8. Provide direct technical leadership & expertise to a team of office based staff on key processes & systems.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consist of the value of own labour, materials and equipment used per annum.

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers licence
Typical Applicable Licence could be AUSTEL cabling licence

Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

- An employee entering into this level would typically, but not restricted to, require a minimum of 10 years technical experience with at least 5 years relevant product , process and systems experience.
- An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours applicable to the job being performed..
- The position will require innovation and initiative in the development of solutions for complex issues at the highest level in the delivery of service to customers and to operate independently and directly with customers, suppliers and vendors to develop solutions and products.
- The position will require the highest technical development of skills generally in one specific field of product or service while at the same time be able to perform functions across a broad range of fundamental skills.
- The position will require the occupant to conduct on the job training/skill coaching.
- An occupant of this position could be expected to lead a small team of staff engaged in a specific set of functions.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Field Operatives
CSG/RSG/CNSC
Account Executive
Global Services
C & C SDU / NOU /N&M

External

Customers
Vendors / Suppliers / Third Party Maintainers
National/State/Local Authorities

50 5152

Customer Field Workstream Core Job Description

Job Title: Team Leader - Field
 Local Title: COMMUNICATIONS TECHNICIAN 8
 Work Stream / Band: CFW 8
 Reports to: Functional Manager

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5: Functional Manager
 Level 6: Team Leader

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)
 Lead a team of staff engaged in a specific range of activities associated with the construction, Installation, Maintenance & Repair of Telecommunications Networks & Services, across a defined geographic or demographic area, in accordance with contractual obligations and agreed cost and service parameters, which would result in the provision of a premium level of service delivery to these customers.

2. Typical Functions

Typical functions could include, but not exclusive to:
 • Field Team Leader Simplex (eg. Construction, Single Line Services including a limited range and volume of complex CPE, Materials Distribution, Payphones, Contract Management).

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Lead, develop and coach a team of field staff engaged in a specific range of activities associated to the Construction, Repair, Installation and Maintenance of customers services as required by Business Unit agreements, by the application of acquired and learned leaderships practices, skills and knowledge.
2. Ensure that Tickets of Work are performed to the requirements of the Work Force Management , by spending the majority of work time in the field with the team.
3. Ensure strict compliance to work methods in installation, repair and maintenance procedures, to meet quality standards by spending the majority of work time in the field with staff .
4. Ensure that the workforce is adequately skilled and equipped to meet business needs, including the provision of mandatory and other training, by spending the majority of work time in the field with staff and conducting regular one on one reviews with each staff member.
5. Ensure necessary improvements to the network by identification and reporting of problems, through consultation with appropriate work groups and monitoring of the improvement process.
6. In conjunction with Work Force Management, develop and maintain a workforce/workload management plan which ensures the availability of staff to meet customer commitments and other work requirements, through the monitoring and improvement of Actual Work Times and application of effective deployment of staff to meet the workload.
7. Ensure that agreed performance measures are met through the application of regular performance reviews against agreed criteria and standards

- Ensure compliance with all Regulatory requirements in provision of service in the competitive area, by conducting regular audits of work standards
9. Ensure that proper Duty of Care and a safe and healthy workplace is provided in accordance with HS&E Legislation and Agreements and compliance with EEO principles, through personal diligent application and the taking of affirmative actions to comply
 10. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
 11. Maintain communications & ensure compliance with Industrial Awards and Agreements with Staff and Unions as appropriate, through the effective use of "Team Brief" , staff meetings and regular individual communication to ensure that Staff and Unions are aware of current events which may affect them.
 12. Ensure projects and tasks listed for completion during defined scheduling periods are actually completed by nominated end date.

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

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

- Financial accountability consist of the value of own labour, materials and equipment used per annum.

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers licence. Typical Applicable Licence could be AUSTEL Cabling Licence.

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. On a Technical Level a Team Leader of this Work Group would typically , but not restricted to, be required to have at least 5 years relevant experience in the Telecommunications Industry and possess a broad practical understanding the specific aspect of the Telecommunications Infrastructure for which he/she is responsible specifically
 - An understanding of how the network interacts and interfaces with the particular aspects associated to the work group function.
 - The services and facilities that are provided.
 - The performance attributes associated to the work group function..
 - A thorough understanding of the application of work practices and work procedures.
2. On a non Technical level a Team Leader would need to possess high level interpersonal skills including.
 - Coaching and developing their staff to reach their full potential.
 - Ability to lead and motivate staff through change processes.
 - Ability to present self, through effective communications the supporter and promoter of the Business Units Vision, Values and Policies at all times to a broad spectrum of audiences
 - Ability to achieve positive outcomes for customers.

Impact:

- A Team Leader of this work group could have custodian responsibilities for a specific component of the telecommunications network and infrastructure within the geographic area under his/her control, this custodian responsibility would include ensuring the continuous integrity and security of the network and the immediate rectification of any aspects which do not meet the specified standards.

- A Team Leader of this work group would have responsibility to establish and maintain customer relationships across the particular components of Telstra's Customers in his/her area, to understand the service needs and expectations of the applicable individual segments in order to provide the highest level of service possible.

Australian Qualifications Framework Relativities

There are no AQF relativities for work performed in this position analysis

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

Work Management Centre
Cable Assigners
Sales & Customer Service Staff
Area Manager
Field Staff
Testers
Specialist Operations Centres

External

Customers (All Segments)
Local Authorities
Developers
Contractors

Customer Field Workstream Core Job Description

Job Title: Team Leader – Office Based
Local Title: COMMUNICATIONS TECHNICIAN 8
Work Stream / Band: CFW 8
Reports to: Functional Manager

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

Level 1: Group Managing Director
 Level 2:
 Level 3:
 Level 4:
 Level 5: Functional Manager
 Level 6: Team Leader

JOB PURPOSE

1. Primary Role (if applicable, include other key role/s as 2, etc)

Lead a team of office based staff engaged in a range of activities associated with supporting the provision of work to the field workforce engaged in the construction, Installation, Maintenance & Repair of Telecommunications Services, working across a defined geographic or demographic area, in accordance with contractual obligations and agreed cost and service parameters, which would result in the provision of a premium level of service delivery to these customers.

2. Typical Functions

Typical functions could include, but not exclusive to:

- Leading a group of Schedulers (Access Delivery).
- Team Leader in an Office Environment (eg. Work Management Centre, CAN Design, Testing, TNMC Cable Assigning/ *Activation*, Payphones, I Held Order Manager).

ACCOUNTABILITIES

(Primary business outputs set for job)

1. Lead, develop and coach a team of office based staff engaged in the operation of processes & systems which support the establishment and delivery of work to the field workforce,, by the application of acquired and learned leaderships practices, skills and knowledge.
2. Ensure strict compliance to work methods, practices and procedures, to quality standards by spending the majority of work time with staff .
3. Ensure that the workforce is adequately skilled and equipped to meet business needs, including the provision training, by spending the majority of work time with staff and conducting regular one on one reviews with each staff member.
4. Ensure necessary improvements to the processes & systems by identification and reporting of problems, through consultation with appropriate work groups and monitoring of the improvement process..
5. Ensure that agreed performance measures are met through the application of regular performance reviews against agreed criteria and standards
6. Ensure that proper Duty of Care and a safe and healthy workplace is provided in accordance with HS&E Legislation and Agreements and compliance with EEO principles, through personal diligent application and the taking of affirmative actions to comply
7. Contribute to the companies financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.

8. Maintain communications & ensure compliance with Industrial Awards and Agreements with Staff and Unions as appropriate, through the effective use of "Team Brief" , staff meetings and regular individual communication to ensure that Staff and Unions are aware of current events which may affect them.
9. Ensure projects and tasks listed for completion during defined scheduling periods are actually completed by nominated end date

DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

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

Financial Accountability:- (\$k's p.a. - against responsibility rating)

	Primary	Shared	Contributory	Remote	
Expenses:-	\$		\$		\$
Revenue:-	\$		\$		\$
Other:-	(if no \$'s indicator, other indication of relative size of responsibility)				
• Financial accountability consist of the value of own labour, materials and equipment used per annum.					

QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and posses/obtain and maintain a drivers licence. Typical Applicable Licence could be AUSTEL Cabling Licence.

QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. Normally a Team Leader of this Work Group would typically , but not restricted to, be required to have at least 5 years relevant experience in the Telecommunications Industry and possess a broad practical understanding of the specific aspect of the processes and/or systems for which he/she is responsible specifically

- An understanding of how all the processes and/or systems interact and interface with the particular aspects associated to the work group function.
 - The services and facilities that are provided.
 - The performance attributes associated to the processes & systems
 - A n understanding of the application of work practices and work procedures.
1. On a non Technical level a Team Leader would need to possess high level interpersonal skills including.
- Coaching and developing their staff to reach their full potential.
 - Ability to lead and motivate staff through change processes.
 - Ability to present self, through effective communications the supporter and promoter of the Business Units Vision, values and Policies at all times to a broad spectrum of audiences
 - Ability to achieve positive outcomes for customers.
- **Impact:**
 - A Team Leader of this work group would have responsibility to establish and maintain customer relationships across the particular components of Telstra's Customers in his/her area, to understand the service needs and expectations of the applicable individual segments in order to provide the highest level of service possible.

Australian Qualifications Framework Relativities

There are no AQF relativities for work performed in this position analysis

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal
 Work Management Centre
 Cable Assigners
 Sales & Customer Service Staff

Area Manager
Field Staff
Testers
Specialist Operations Centres

External
Customers (All Segments)
Local Authorities
Developers
Contractors