

# 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

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### 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

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### 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.

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### 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.

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## 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.

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## DIMENSIONS (Size of job responsibilities)

### Human Resource Responsibilities:-

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

### Financial Accountabilities:-

Expenses:-

Revenue:-

Other:-

### Relationship to \$'s

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## 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.

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## 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

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**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

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