Position Description – ICT -Technical Specialist

POSITION DETAILS

Department / Team: Support Services	**Reports to (title):** Technical Operations Manager
# Direct Reports: 0	**# Indirect Reports:** 0
Location: Brisbane	**Salary Banding**: AO6

THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 5.9km of twin tunnels running under the Brisbane River and CBD; with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast; upgrades for stabling yards; track works and surface rail enhancements; and the introduction of a new ETCS digital signalling system.

Further Information: www.crossriverrail.qld.gov.au

OUR VALUES AND BEHAVIOURS

WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.

WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.

WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.

ROLE OVERVIEW

The ICT Technical Specialist plays a critical role in ensuring the effective, secure and reliable operation of the Cross River Rail Delivery Authority's technical infrastructure and services. Working within the Support Services team and reporting to the Technical Operations Manager, the Technical Specialist provides authoritative technical expertise across network, connectivity, and cloud collaboration platforms, exercising independent judgement to support resilient and well-governed outcomes aligned with organisational objectives.

This role leads complex operational support activities, incident response, and technical administration across enterprise network and cloud environments, including Microsoft 365 and unified communications. The Technical Specialist works collaboratively with internal teams, external vendors, and stakeholders to implement and influence technical changes, resolve complex issues, and drive service improvements.

The ICT Technical Specialist is expected to maintain up-to-date knowledge of emerging technologies and industry best practices, applying this insight to enhance service reliability, security, and performance. The role requires a proactive approach to problem-solving, a commitment to continuous improvement, and the ability to provide technical guidance and mentoring to uplift capability across the team, while demonstrating alignment with the values and behaviours of the Cross River Rail Delivery Authority.

KEY RESPONSIBILITIES

- Deliver operational support, incident resolution and root-cause analysis for network and connectivity services, contributing to problem management and service improvement.
- Lead the technical implementation of approved network and application changes, providing expert input into design, testing, risk assessment and validation activities.
- Administer and support cloud collaboration and productivity platforms, including Microsoft 365 services such as SharePoint Online and Microsoft Teams, ensuring availability, performance and appropriate access controls.
- Provide hands-on engineering, administration and operational support for enterprise network infrastructure, including gateways, switching, firewalls and wireless networks (e.g. HPE Aruba, Cisco Meraki).
- Monitor service health, performance and alerts across network, collaboration and AV environments, proactively identifying issues, risks and opportunities for optimisation.
- Apply and maintain security controls and operational standards across network and cloud application services, supporting cyber security, audit and compliance requirements.
- Support unified communications and teleconference AV systems, including meeting room and collaboration technologies (e.g. Yealink, Crestron, Microsoft Teams Rooms), ensuring reliable integration with network and cloud services.
- Provide technical leadership and mentoring to peers and service teams, uplifting capability, improving technical practices, and supporting consistent application of standards and procedures.
- Collaborate with the Cloud Engineer, Service Desk, vendors and internal stakeholders, influencing solution designs, prioritisation and operational readiness outcomes.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

- Strong analytical and problem-solving skills, with the ability to diagnose and resolve complex technical issues.
- Experience Administrating Microsoft 365, Exchange Online, Teams and SharePoint Online.
- Experience with Microsoft Defender and Endpoint Protection and Intune device management.
- Experience providing technical leadership, mentoring or guidance to peers and stakeholders, influencing outcomes beyond direct reporting lines.
- Demonstrated ability to exercise independent judgement and technical decision-making in complex environments, balancing operational risk, security, and service outcomes.
- Demonstrated ability to work collaboratively in multidisciplinary teams, fostering a positive and productive work environment.
- High attention to detail and commitment to quality in all aspects of technical service delivery.
- Proven ability to adapt to changing priorities and technologies in a dynamic project environment.
- ITIL or similar incident, change, and problem management experience.
- Excellent communication and stakeholder engagement abilities, including the ability to explain technical concepts to non-technical audiences.
- Experience in agile work methodologies is well-regarded.
- Relevant tertiary and or professional qualifications in ICT or related discipline.