

Jeopardy Officer

NBN • All Melbourne VIC

 Base pay
\$0 - \$0

 Work type
Full Time

 Contract type
Permanent

Perks

PAID PARENTAL LEAVE

TRAINING

Skills

DIVERSE TEAM

NETWORK OPERATIONS

NOC

REAL TIME

SCHEDULE+

TEAM BUILDING

VALUE PROPOSITION

Full job description

Job Expectations

Jeopardy Officer

Not many people can say they are working on building Australia's future. With us you'll be doing just that, leaving a legacy for all Australians.

Here is an exciting opportunity to join nbn as **Jeopardy Officer**. Your new role will see you reporting directly to an inspiring female leader working with a highly engaged diverse team who all enjoy the flexible work environment nbn offers.

What's in for a potential candidate – Employee Value Proposition (EVP)

Job details

 Date posted
01 Jun 2021

 Expired On
20 Jun 2021

 Category
Information Technology

 Occupation
Telecommunications

 Base pay
\$0 - \$0

 Contract type
Permanent

 Work type
Full Time

 Job mode
Standard/Business hours

 Work Authorisation
AUSTRALIAN CITIZEN / PERMANENT RESIDENT

- 18 week paid parental leave for permanent employees
- Superannuation gaps paid on return
- Gradual return to work for the first 6 month Return 5 days' work 4 get paid 5
- Commitment to Diversity and Inclusion 37% females in Leadership
- Mentorship programmes and groups like Likukana Pride (First People) and nbn Equals (Gender Equality)
- Flexible working – hybrid working WFH and Work from multiple nbn locations
- Purchase Leave

A bit about your role:

In this key role, you will be responsible for reviewing the daily schedule at the beginning of each day for the Network & Complex stream and actioning any unscheduled work orders, monitoring technician route activation, and managing any unplanned absences.

You will monitor high priority work orders to ensure SLAs are met within agreed timeframes and key stakeholders including the Network Operations Centre (NOC) are informed of any risks.

You will also monitor and respond to technician chat messages, phone calls, and the WOC inbox and reassign work orders as required based on agreed business guidelines. This could involve rescheduling any outstanding tasks and actioning any review tasks.

A bit about you:

The ideal candidate must have strong multi-tasking capabilities and must be able to build rapport with field technicians, effectively manage real-time network jeopardy situations, and provide constructive feedback to WOC Works Coordinators and third-party field supervisors.

The role requires a strong understanding of planning, scheduling and dispatch services and will need to proactively highlight risks to the business, and act where able, or escalate appropriately where not.

A good understanding of the nbn network and knowledge of the nbn network assurance and maintenance activities would be preferred.

And someone who would utilise his/her strong detailed analysis of local geography, technician efficiency and skills to allocate tasks where manual

assignment is required based on business priorities would be key in becoming successful in this role.

Life at nbn:

Please note that this is a permanent role

At nbn our people have a clear and shared purpose - empowering Australians to and redefine the way they live, work and play into the future. As one of the Australia's largest infrastructure projects ever undertaken in Australian history, you'll be part of a team building a brighter future for the country.

In your personal career, you'll benefit from technical training for professional development, leadership programs and access to the latest technology, as well as being led by a diverse executive team.

Nbn is committed to an inclusive, flexible and supportive workplace where everyone can feel valued, respected and have equal opportunity to thrive and succeed. We encourage applications from people of all ages, nationalities, abilities and cultures - including Aboriginal and Torres Strait Islander peoples, the LGBTI+ community and people living with disability. We're happy to adjust our recruitment process to support accessibility needs – we encourage you to advise us at the time of the application via recruitment@nbnc.com.au

We actively focus on our people having a fair go at reaching their career aspirations. We're committed to equal opportunities for all employees. With initiatives like Women's Leadership Programs, a commitment to equal pay, flexibility and market leading parental leave, we truly are paving the way for true equality in the workplace.

Continue the conversation:

If you think this role might be for you, we want to hear from you. Please apply by following the links and sending in your resume only. We do not require a cover letter or any selection criteria to be addressed.

Applications will close at midnight on 6th June 2021.

At nbn our people and our planet matter. We have an unwavering commitment to the wellbeing and safety of our employees so that everyone goes home safely each day and can perform at their peak to deliver the nbn™ network. nbn also aims to build a network that minimises energy use and can be operated with minimal impact on the environment.

Worker Type

Permanent

Time Type

Full time