

Technology and digital at Transport

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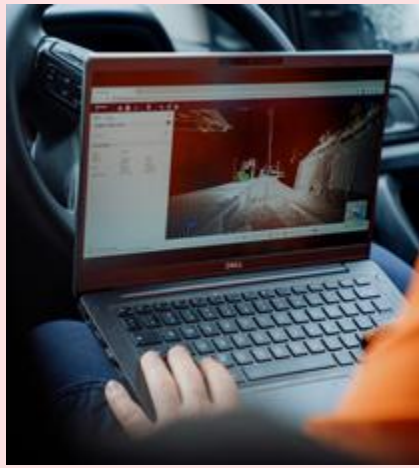




Transport, like technology, is evolving

Transport's technology teams play an important part in delivering world-leading transit systems and digital products.

Our technology teams are trusted advisors across Transport's projects and teams.



Why you should choose a technology or digital career with Transport

As the tech landscape and our customer's needs evolve, our tech teams are coming up with smart and innovative tech solutions that benefit the millions of people that use our networks and services everyday, as well as teams across Transport.

Many of our technology and digital teams help maintain and secure IT infrastructure for the 28,000 people working across Transport and its agencies. But they also do all kinds of other interesting things, like developing and managing Sydney Coordinated Adaptive Traffic System (SCATS) – a intelligent traffic signals control product installed in more than 63,000 intersections across 216 cities in 32 countries. Or monitoring train lines and mapping new tunnel infrastructure with drone technology.

They're also rolling out more mobile phone detection cameras across our road network to identify and deter drivers from using mobile devices behind the wheel. They're even teaming up with Western Sydney University to trial an AI solution via dashcam footage to identify freshwater turtle hotspots on our roads and redirect them towards safer zones.

Whether you're just starting out in technology or are already established in the industry, working with Transport's technology teams means you'll have the chance to evolve your career many times over.

Learn more about our vision for transforming transport through technology via [Transport for NSW | Transport Technology Strategy](#)

Our technology and digital teams voted these as the top four reasons to work at Transport



**Flexible working/
work-life balance**



**Great teams and
co-workers**



**Job impact in making
NSW a better place
to live, work and visit**



Pay level satisfaction

A variety of tech and digital roles and disciplines

We offer so many different types of tech and digital roles across a variety of disciplines, levels of experience and within different parts of our organisation.

Explore the list of tech and digital roles across Transport's divisions and agencies.



Enterprise architecture

Manage the strategic direction of information technology and the enterprise and domain architecture, including the technology product roadmap, to enable the TfNSW business strategies.

Solution architecture

Design and manage specific solutions and products (e.g. cloud, infrastructure, applications and platforms) in line with requirements to deliver agreed business outcomes.

Systems engineering

Develop, operate, release and manage safe and secure operating systems and infrastructure across the lifecycle to meet business and operational needs.

Software engineering

Design, configure and manage safe and secure software and Software as a Service (SaaS) to improve the integration and interoperability.

Platform engineering

Design, engineer, test and release safe and secure technology infrastructure, platforms and networks in line with business requirements.

Quality engineering

Testing and assuring the quality, safety and security of systems and software according to requirements, including reliability and safety engineering.

Technology operations and management

Manage, administer and govern Transport's technology services, including infield operational technology to maintain the availability and standard of service performance.

Technology service assurance

Managing and assuring the performance of Transport's technology services and operations to meet service targets, responding to disruptions or impacts as they occur.

Technology service support

Monitor and resolve issues, incidents and faults, and deliver technical support for infield operational technology and information technology.

Data engineering, operations and management

Leading the design, implementation, and optimisation of data infrastructure, ensuring seamless operations and effective management of data resources.

Analytics and modelling data architecture

Design and implement robust data architectures, enabling advanced analytics and modeling capabilities to derive actionable insights and enhance data-driven decision-making processes.

Governance and strategy performance analysis

Evaluating, refining, and optimizing organisational governance structures and strategies, ensuring alignment with business objectives and facilitating continuous improvement through insightful performance analysis.

Reporting and visualisation

Develop and implement data reporting solutions, leveraging visualisation tools to communicate complex information effectively and empower informed decision-making.

User experience

Analyse, design and optimise intuitive and engaging digital interfaces, ensuring a seamless and user-friendly experience for individuals interacting with technology solutions.

Service design

Enhance end-to-end service experiences by strategically aligning technology solutions with user needs, ensuring seamless interactions and optimal user satisfaction.

Digital product management

lead the development and lifecycle management of digital products, collaborating with cross-functional teams to deliver innovative solutions that meet market needs and align with strategic business goals.

ICT project management

Roles related to managing and delivering ICT projects including resource allocation, cost, risk and business cases.

Cyber security advisory

Roles related to identifying, protecting and assuring Transport against cyber security risks, maintaining management systems and compliance with regulatory and industry standards.

Cyber security operations

Roles related to detecting, responding, containing and recovering from threats to internal and customer data, operational technology, information systems and networks.

About Transport for NSW

From our customers to our teams, people are at the heart of everything we do at Transport for NSW.

We connect people, communities and industry across the state and manage how they use our road, rail and maritime networks and services, as well as active modes like walking and cycling. We're proud to say our work connects the journeys you take every day.

We're made up of more than 28,000 people working across Transport's organisational divisions and multimodal agencies. Not only are we delivering infrastructure on a massive scale, but we are committed to safety, innovation, technology and meeting the needs of our customers across all modes of transport.

We always want to ensure we reflect the communities we serve, which means a commitment to inclusion and diversity and job opportunities in metropolitan and regional areas across NSW. Joining us means you have the chance to be part of creating a legacy that will benefit generations to come.

Find out more about [Transport for NSW](#)





Our values

Our aim is to make NSW a better place to live, work and visit. We deliver safe and reliable end-to-end journeys and create great places for the people of NSW.

We do this by:

- Putting customers at the centre of everything we do to design and deliver safe, sustainable and reliable transport and freight networks.
- Focusing on smart technology and innovation to deliver better services and create great neighbourhoods and vibrant precincts for the people of NSW.
- Working closely with our stakeholders to bring projects to life, respond in times of crisis, and support a strong NSW economy.
- Our Future Transport Strategy outlines how we will continue improving every part of our transport system to benefit of our customers, communities and the economy.
- We want to ensure our customers experience a safe, efficient and accessible transport and freight network.
- We're optimising our transport system to meet the changing needs and demands of customers and our growing state.
- Creating transport links and vibrant places that connect and support the people and communities of NSW for generations to come.
- Strengthening the long-term connectivity, resilience and sustainability of our network for the people and businesses of NSW.
- Ensuring every journey across the NSW transport system is people and planet positive.
- Improving employment, economic and social outcomes for Aboriginal peoples and communities.
- Fostering an environment that allows our people to deliver great work and make a real difference across NSW.
- Our people understand that [road safety](#) is up to all of us. We all have a part to play and advocate for road safety within our own communities. Our goal is zero lives lost on NSW roads.

Why join Transport?

We asked our people what they like best about working at Transport.

People in all sorts of jobs and areas across Transport's divisions and agencies voted these as their top four reasons for working here.



Connecting to more than just transport

Our people feel connected to Transport's purpose and get a lot of satisfaction from seeing the impact their work makes to our communities.

We're not just moving our customers, we're enhancing their lives – transforming cities, places and regions, and building vibrant, connected communities.

From big infrastructure projects, to bike paths to customer apps and all the services and technology that support their successful and safe delivery, every person in NSW is impacted by what Transport does.

Our teams love this state. They are passionate and proud to play a part in making NSW a better place to work, live and travel today. And with advancements in data and technology comes an even more exciting future of transformation and innovation.



Connecting your career

Working here is more than a job, it's a career. Our people value the variety of career and development opportunities available to them at Transport.

The size and scale of our organisation means you'll get access to so many career-enhancing experiences.

With the world of work changing at a rapid pace, our people are encouraged to keep challenging themselves to step outside their lane and explore new pathways they may not have considered before.

Whether you seek out a secondment, step up into a senior acting role, are curious about cross-organisational mobility, or want to move sideways or upwards, you'll get to see more and do more at Transport.



Connecting flexibility to your work

Enjoy a work culture that values work-life balance and wellbeing. We offer many benefits, like flexible and hybrid work options for some role types, and a number of leave types.

Our people value the trust, autonomy and support Transport offers in enabling them to find a way to balance professional productivity and personal priorities.

Transport's values, culture and leading-edge technology underpin our work-life balance options and benefits. Benefits that bring about the kinds of solutions and initiatives that make Transport attractive and accessible to people from all life stages, genders, abilities, cultures, backgrounds, perspectives, and regional and metro areas.



Connecting our people

Our talented and diverse teams take enormous pride in their work.

Our people are up for solving all sorts of interesting challenges in their work. United by Transport's purpose, our teams respect each other, work creatively together, and have plenty of fun along the way.

Our organisation is all about putting people at the heart and bringing together people with a broad range of life experiences and opinions.



Our benefits

Fostering a diverse, inclusive and flexible work environment for our people helps us deliver the best services for our customers and communities all over NSW.

Our [Employee Benefits Guide](#) will help you understand the benefits you may be able to access to help you balance work and the things that matter to you.



Flexible work and leave options

We want our people to feel empowered to work in ways that work for them and their teams. We know work-life balance looks different to everyone, so we've developed flexible work options that are, well...flexible. That might mean working remotely some days. Or having the option to start and finish a bit earlier or later or allocating extra hours you've worked to a day off from time to time.

There's no one-size-fits-all approach when it comes to flexible working. That's why your flexible working options will depend on things like your role type, location and personal circumstances, and may require a structured agreement with your leader in some circumstances.

If you're curious about what kinds of flexible work options are available for a particular role, ask the talent team member listed on the job ad for more information.



Options may include:

- Job sharing
- Part-time arrangements
- Working from different office locations, including remotely
- Variable start and finish times and shift swaps
- Flexible working arrangements
- A range of leave types
- Accrued flex leave, purchased leave and career breaks
- Up to 14 weeks of paid parental leave, with a potential for 2 weeks bonus paid parental leave as part of up to 104 weeks of unpaid leave
- Transition to retirement support.

Health and wellbeing

We are committed to providing a healthy workplace for our people, both mentally and physically. This includes a range of initiatives to promote wellness across our organisation as part of our Mental Health and Wellbeing Strategy.

- Fitness Passport provides discounted access to more than 400 gyms, pools and recreational centres across NSW for employees and their families
- Free support and counselling for employees and their families through Transport's Employee Assistance Program
- Free annual influenza vaccinations
- Regular health and wellbeing workshops.

A place to progress your career

We're passionate about supporting our people to identify and pursue their career goals, develop as part of their teams and deliver great work.

We offer a range of learning and development opportunities designed to enhance skills, gain experience in different areas and plan for a bright future with Transport.

Transfers, temporary transfers, secondments and acting opportunities

Whether you're looking to build on your skills or try something completely new, there are lots of ways to get experience across the huge variety of teams and projects at Transport or even another government agency.

Temporary transfers and secondments are temporary placement arrangements where you have the option to return to your substantive role.

Acting opportunities are a chance to step into a more senior role for a period of time and stretch your skills and experience.

Role changes also help Transport and the NSW Public Service meet short and long-term organisational goals by matching existing employee skills with available opportunities.





Study assistance

Keep learning while you work. Study assistance is available for employees enrolled in part-time study. You may be eligible for financial contributions to help cover tuition and course-related expenses, as well as study leave for exams and study commitments.

Online and classroom-based learning

We always want our people to stay curious and keep learning. We provide access to a variety of online and classroom-based courses to help build skills in a range of areas. We also offer a huge range of internally run courses and workshops, access to LinkedIn Learning, subsidised programs, conferences and seminars to further each person's development and enhance their professional networks.

It's your career. Own it.

Taking ownership of your career starts right here. Transport's career hub, 'Drive your career', is full of great advice, tools and strategies to help you identify where you want to go and how you're going to get there. These resources will help you get a clear picture of where you're at, what you might need to work on and how to plan for your future career.

Five Ways of Leading

At Transport we believe leadership isn't about a position, title or role but that everyone is a leader in their own way.

The Five Ways of Leading website covers the five key behaviours of strong leaders and promotes practical ways of applying these in our everyday interactions with each other. We offer a range of podcasts, tool kits, videos, guides and activities to all Transport employees to support them to become the best leaders they can be.

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