



Job Description

Academic Systems Coordinator

Level 3

Position Number:	20000321,20002322	FTE:	1.0
Division	Organisational Services	Agreement/Award:	Government Officers' Salaries, Allowances and Conditions Award 1989, Public Sector CSA Agreement 2024 or as replaced
Branch:	Customer Experience		
Location:	Murdoch Campus		

Reporting Relationships

Reports to:

Academic Systems Consultant, Level 5

Other officers reporting to the above office:

Nil

This Office – officers under direct responsibility

Nil

Key Role Statement

The Academic Systems Coordinator is responsible for supporting college staff in the effective and efficient use of academic systems and related processes and procedures.

Key Responsibilities

- Assists in the design and implementation of college enrolment, academic management, data entry processes to ensure the complete and reliable capture of college data.
- Undertakes a helpdesk role for academic systems on behalf of the college with particular emphasis on delivery unit support and implementation of college procedures.
- Liaises with departmental academic systems support staff, college Information Systems staff and other TAFE colleges to resolve academic systems issues.
- Assists in the prioritisation of help desk requests of enhancements to academic systems across the TAFE sector.
- Assists with the user acceptance testing of new releases of academic systems prior to implementation within the college.
- Provides training to small groups in the effective and efficient use of academic systems as required.
- Maintains processes and procedures that are affected by new releases of academic systems.
- Provides advice to staff regarding the effective use of academic system information to enhance college service delivery.
- Works closely with college reporting staff to update, fix and maintain college reporting data out of the student management system.
- Develops and maintains accurate documentation such as, user guides and internal guides, to ensure staff can access a centralised knowledgebase for advice on proper system usage.
- Maintains permissions and access groups in liaison with department systems support staff, as well as, user account access for all internal staff for academic systems.
- Acts with the highest standard of honesty and integrity demonstrating behaviour and decision-making in line with the Public Sector Code of Ethics, SM TAFE Values, and the Staff Code of Conduct.
- Takes all reasonable care for the safety, health and wellbeing of self and others by adhering to all applicable work health and safety legislation, policies, and procedures.
- Demonstrates the behaviours detailed in the Public Sector Commission's - Leadership Expectations.
- Undertakes other duties as required.

Leadership Context

The Public Sector Commissions – Leadership Expectations defines leaderships contexts, the related mindsets and expected behaviours required of all our employees and the public sector. The leadership context for this role is [Personal Leadership](#).

Selection Criteria

Essential

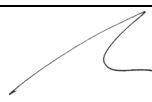
1. Demonstrated experience in testing and supporting business systems, including proven ability in data accuracy and attention to detail.
2. Demonstrated experience with computer/data systems, preferably in the context of student management systems.
3. Proven analytical and problem solving skills.
4. Well-developed interpersonal and written communication skills.

Other Requirements

1. A Department of Education Nationally Coordinated Criminal History Check
2. May be required to work from any College campus

CERTIFICATION

The details contained in this document are an accurate statement of the position’s responsibilities and requirements.

Business Unit Manager		Director People and Culture	
Name:		Name:	Bryce Doig
Signature:		Signature:	
Date:		Date:	15 January 2026
Last Reviewed			