

ROLE DESCRIPTION



Systems Training Support Officer

	Campus: Flexible – any TAFE Queensland Campus Region: Corporate		Closing date: 11:59pm 9 October 2026
	Business Unit: ICT Services Team: Student Systems Support		For further information, please contact: Contact name: Caroline Welding Role: Manager, Student Systems Training & Operations Email: caroline.welding@tafeqld.edu.au Or check out our Applicant Information Guide
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: AO4 Salary: \$94,568.44 - \$103,665.78 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Temporary full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-1001	 Veteran Employment Supporter	

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Student Support Officer, you will:

- Coordinate and support the delivery of ICT systems training and development activities by managing training resources, documentation, schedules, records and reporting, while continuously improving learning materials and processes to ensure consistent, high-quality user support and capability development across TAFE Queensland.

This position reports to the Manager, Student Systems Training & Operations

Key responsibilities

- Support the Manager, Student Systems Training & Operations in delivering organisational development, professional development and change management initiatives.
- Coordinate administrative and operational activities that support systems training and change programs.
- Provide governance and secretariat support for statewide forums, focus groups and network meetings, including agendas, minutes and compliance records.
- Manage training schedules, booking calendars, session logistics, participant records and communications.
- Support System Trainers and learning developers before, during and after training sessions.
- Develop, maintain and publish high-quality training resources, ensuring accuracy, version control and continuous improvement.
- Collect, analyse and report on training feedback, evaluation outcomes and performance metrics.
- Maintain accurate records, registers, document repositories and reporting processes for training and change activities.
- Assist with system access reviews, compliance activities and governance requirements to meet security and audit standards.
- Prepare, publish and maintain state-wide communication products, including newsletters, news posts, announcements and information updates, ensuring content is accurate, timely and aligned with organisational standards.
- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Showing Initiative, Working Together, Focusing on our Customer and Taking Responsibility.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

- Support the planning, coordination and delivery of systems training, professional development and change management initiatives across TAFE Queensland.
- Manage training administration, scheduling, communications, records, reporting and operational processes to ensure effective program delivery.
- Provide governance and secretariat support for statewide forums, focus groups and meetings, ensuring compliance with organisational, security and audit requirements.
- Develop, maintain and continuously improve training resources, communications, documentation and evaluation processes to enhance learning outcomes.
- Build effective stakeholder relationships and support system access, compliance and continuous improvement activities while promoting organisational values and customer-focused service.

About you

Highly desirable:

- Experience in document management, coordination, communications or a similar operational support environment would be highly regarded.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The key responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.