

ROLE DESCRIPTION



Subject Matter Expert

	Campus: Mount Gravatt Region: Corporate		Closing date: 11:59pm 1 October 2026
	Business Unit: ICT Services Team: Student Systems Support		For further information, please contact: Contact name: Ellen Andrew Role: Manager, Student Management System Email: ellen.andrew@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: AO7 Salary: \$139,061.11 - \$148,925.47 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Permanent full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-946	 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 Subject Matter Expert, you will:

- Play a key role in supporting the effective operation, continuous improvement and consistent use of TAFE Queensland's Student Management System.
- Provide specialist business and system expertise to support issue resolution, release testing, configuration, documentation, process improvement, stakeholder engagement and informed decision-making across the student systems environment.

This position reports to the Manager, Student Management System.

Key responsibilities

- Provide expert advice, guidance and end-user support across TAFE Queensland's student management system and associated interfaces, including the investigation and resolution of system issues, faults, data issues and business process queries.
- Support release readiness and system update activities, including impact assessment, test case development, individual deliverable and user acceptance testing, defect validation, post-release support, and the preparation or review of business process documentation, learning materials and user guidance.
- Maintain accurate functional knowledge, support documentation and business process information to enable consistent support, knowledge sharing and effective issue triage across the team and for staff and student consumption.
- Identify opportunities to improve business processes, system use, data quality, compliance, security, support practices and user experience, and provide recommendations that support effective decision-making.
- Build and maintain effective relationships with key stakeholders, including participation in SMS user groups, TechnologyOne user communities and other internal and external networks, to support consistent system use and ensure communication about system changes is timely, accurate and comprehensive.
- Support compliance, privacy and data integrity requirements, including assistance with confidential and sensitive data investigations and advice on risks impacting the performance, integrity or effective use of the student management system and associated interfaces.
- 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:

- Demonstrated extensive knowledge of TAFE Queensland's implementation of TechnologyOne's suite of products for Student Management, associated interfaces and business processes, including the ability to support fit-for-purpose system use, configuration, data integrity and consistent business outcomes.
- Demonstrated in-depth experience analysing, investigating and resolving complex student management system issues, configuration, data, interface and business process impacts in a large and complex environment, including the ability to provide practical advice on risks impacting system performance, integrity, privacy, compliance and effective use.
- Demonstrated high-level analytical, conceptual and innovative problem-solving skills, including the ability to independently research, analyse, develop and recommend options that improve business processes, system use, data quality, user experience and informed decision-making.
- Proven experience supporting complex ICT system releases, upgrades or enhancements, including impact assessment, test case development, individual deliverable and user acceptance testing, defect validation, post-release support, and the development or maintenance of clear functional documentation, support materials and knowledge resources.
- Highly developed communication, negotiation and stakeholder engagement skills, including the ability to build positive relationships with a diverse range of internal and external stakeholders, contribute to

user groups and networks, work within a high performing team environment, share knowledge effectively, and support consistent communication in an environment of continuous change.

About you

Highly desirable:

- Knowledge of TechnologyOne product suite including Student Management, TAFE Queensland's SMS configuration, student lifecycle processes, relevant interfaces, reporting obligations and enterprise support practices would be highly desirable.

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

- 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.