

ROLE DESCRIPTION



Project Support Officer, Educational Planning System Project

	Campus: Negotiable Region: Corporate		Closing date: 11:59pm 24 September 2026
	Business Unit: ICT Services Team: Educational Planning System Project		For further information, please contact: Contact name: Michelle Rogers Role: Project Manager, EPS Project Email: Michelle.Rogers@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 to \$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: TQ2026-937	 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 Project Support Officer, Educational Planning System (EPS) Project, you will:

- Support the Project Manager and project team to develop, document and manage a complex high-level Educational Planning System Project within a Project Management Lifecycle and timeframe.
- Manage the Microsoft Teams/SharePoint Project team sites (including risks and issues register), managing security groups, updating content, creating registers and administrative support as well as providing guidance to the project team when required.
- Provide secretariat support to the Educational Planning System Project Board and the EPS Focus Group.
- Manage knowledge base articles and triage support tickets from the ServiceNow platform.
- Assist the EPS Test Lead with managing EPS security role allocation and testing new platform functions.
- Assist the Change, Communication and Training Lead by providing support with training sessions.

This position reports to the Project Manager, EPS Project.

Key responsibilities

- Manage, provide, collate and distribute detailed high-level Project reporting packs, including reporting meeting facilitation for the Project Board, Focus Group, Executive Team meetings including team management meetings and coordinate all resources required for regular and ad hoc meetings.
- Manage and maintain the Project Teams/SharePoint team site, the Project Calendar and inbox, including creation, maintenance and updating of Project Deliverable Logs and assisting with stage gate checklists and collation of project products when required, ensuring all project documents are recorded and referenced accordingly in meeting papers and project documentation.
- Assist the Project Manager to oversee compliance of and applying high-level project management methodologies (e.g. PRINCE2), assistance in the development and maintenance of project schedules, including continual assessment and reporting on projects issues/risks, schedule, resources, requirements and communicating with project stakeholders to ensure projects are implemented within agreed timeframes, quality and budget.
- Liaise and consult with project team members providing support in areas such as training, security role allocation and management and system testing.
- Act as an escalation point for issues and risks, monitoring and triaging tickets through the ServiceNow platform, Teams channels or via email, throughout the project and monitor/track the progress of actions to ensure follow up occurs as required.
- Liaise with and build positive working relationships with key stakeholders and provide high level support to the project team.
- Actively contribute to a culture of innovation, resilience and continuous improvement within the project team.
- 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 project support experience including planning, risks and issue management, reporting, meeting facilitation, task monitoring, for IT systems projects.
- Demonstrated experience in maintaining the processes and procedures for gathering and reporting consolidated project data and providing reporting to key stakeholders.
- Display the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.
- Demonstrated excellent interpersonal skills, with experience in establishing and maintaining positive relationships with stakeholders, clients, training participants and other team members.
- Demonstrated ability to live and promote a strong ICT team culture that values the contributions of all team members, is honest and considerate, and through that contributes to a highly respected, high-performing team.

About you

Highly desirable:

- Knowledge and experience using the EPS for educational planning or another MS Dynamics system

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 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.