

SSDCL13 RFID / Linen Tracking Specialist – Laundry Industry

1. Job role

TCF sub-sector	Commercial Laundry and Linen Services
Functional area	Digital Systems
Job role	RFID / Linen Tracking Specialist – SSDCL13
Job role description	Manages radio frequency identification (RFID) and digital linen tracking systems to monitor, control and optimise linen movement, usage and lifecycle across commercial laundry operations. In the Australian laundry industry—where large-scale linen management and traceability are critical—the RFID / Linen Tracking Specialist ensures accurate data capture, system integration and real-time visibility of linen assets, supporting operational efficiency, loss prevention and customer service outcomes.
Performance expectations	- Managing RFID tagging systems for linen identification and tracking - Monitoring linen movement across production, storage and distribution stages - Maintaining accuracy of tracking data and system records - Ensuring integration between RFID systems, ERP and laundry management platforms - Identifying discrepancies, losses or inefficiencies in linen tracking - Supporting operational teams with real-time tracking information - Ensuring compliance with data management and operational procedures - Maintaining system performance and resolving technical issues - Supporting continuous improvement in linen utilisation and asset management - Contributing to enhanced customer service through accurate order tracking
Specialisation	RFID systems, linen tracking systems, ERP integration, data analytics, asset management systems, workflow automation
Application in other Textile, Clothing and Footwear (TCF) sectors	- Commercial laundry and linen services supporting large-scale linen tracking and asset management - Textile manufacturing and finishing supporting product tracking and inventory control systems

	• Apparel production and garment finishing supporting garment tracking and production visibility • Technical textile and specialty services supporting tracking of high-value or specialised textile assets • Textile restoration services supporting tracking and documentation of restoration items • Leather and suede processing supporting tracking of specialised materials and workflow • Manufacturing and processing industries supporting digital asset tracking and workflow systems
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2. Key tasks and critical work functions

Key tasks	• Applying RFID tags to linen and textile items • Configuring and maintaining RFID tracking systems • Monitoring linen flow through scanning and tracking platforms • Analysing tracking data to identify losses and inefficiencies • Maintaining system integration with ERP and laundry systems • Supporting reporting and analytics functions • Troubleshooting system and hardware issues • Following workplace data management and operational procedures
Critical work functions	• Ensuring accuracy and reliability of linen tracking data • Maintaining system integration across digital platforms • Preventing linen loss and improving asset utilisation • Supporting real-time visibility of linen movement • Ensuring compliance with data and operational requirements • Coordinating with production, logistics and customer service teams

3. Technical skills

RFID systems management	Configuring and maintaining RFID tracking systems
Data analytics	Analysing tracking data to improve operational performance
ERP integration	Integrating RFID systems with enterprise and laundry platforms
Hardware systems	Maintaining scanners, readers and tagging devices
Database management	Maintaining accurate tracking records and system data
Workflow systems	Managing digital workflow and asset tracking systems
Reporting systems	Generating reports on linen usage and performance

4. Generic Skills

Attention to detail	Ensuring accuracy in data tracking and system records
Problem solving	Resolving discrepancies and system issues
Communication	Communicating tracking information to operational teams
Teamwork	Working collaboratively across departments

Time management	Managing system monitoring and reporting tasks
Adaptability	Responding to evolving digital technologies
Safety awareness	Applying safe practices in handling equipment and systems

5. Emerging skills

Emerging skills	• Adopting advanced RFID and IoT-based tracking technologies • Using predictive analytics for asset management • Integrating cloud-based tracking systems • Applying automation in linen tracking workflows • Supporting digital transformation in laundry operations • Enhancing data-driven decision-making capabilities
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6. VET Qualifications and Skill Sets

Entry-level preparation	ICT30120 Certificate III in Information Technology or equivalent
Advanced development	ICT50220 Diploma of Information Technology or Diploma or Bachelor's Degree in IT Systems, Data Analytics or Operations Management

7. Job progression

Possible job progression	RFID Specialist → Senior Systems Specialist → Digital Systems Manager → Operations Manager → Director – Technology and Digital Systems
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8. Classification

Australian Qualifications Framework	AQF Level 3-4 progressing to Level 5-6
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 3
Open Source Classification of Occupations for Australia (OSCA)	ICT Support Technician / Systems Administrator



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