

CS43 IT / POS System Support Officer

1. Job role

TCF sub-sector	Cross Sector
Job role	CS43 IT / POS System Support Officer
Job role description	Provides technical support for point-of-sale (POS), booking, inventory and basic IT systems used in TCF enterprises. Responsible for maintaining system reliability, data integrity and user support. Typically present in medium-sized enterprises or franchise networks.
Performance expectations	• Ensure reliable operation of POS and booking systems • Maintain accurate customer and transaction records • Provide timely technical support to staff • Minimise system downtime • Maintain data security and privacy compliance • Support integration of digital workflow systems
Specialisation	• POS system administration • Inventory and stock system support • Digital booking and scheduling systems • Basic hardware troubleshooting • Data backup and system security
Application in other TCF sectors	The skills described in this profile are transferable across multiple sectors of the textile, clothing and footwear (TCF) industry and may also be applied in other manufacturing and product-based industries where similar capabilities are required.

2. Key tasks and critical work functions

Key tasks	• Install and configure POS systems • Provide user training and troubleshooting support • Maintain customer and inventory databases • Coordinate software updates and backups • Monitor system performance and resolve errors • Maintain secure handling of customer data • Liaise with external IT vendors where required
Critical work functions	• Maintaining data accuracy and integrity • Ensuring transaction reliability • Maintaining system security compliance • Minimising operational disruption • Supporting integration between POS and inventory systems • Ensuring secure customer data storage • Maintaining up-to-date software environments

3. Technical skills

POS system configuration*	Setup and maintenance of retail POS systems.
Database management	Maintaining customer and inventory records.
Basic IT troubleshooting	Diagnosing hardware and software issues.
Data security compliance	Understanding privacy and cybersecurity basics.
Inventory system integration	Linking POS and stock systems.
User training support	Supporting staff system use.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Problem solving	Resolve technical issues efficiently.
Communication	Explain technical matters clearly to non-technical staff.
Attention to detail	Maintain accurate data records.
Organisation	Coordinate updates and maintenance schedules.
Time management	Respond to issues promptly.
Confidentiality	Protect customer and business data.

5. Emerging skills

Emerging skills	• Cloud-based POS systems • Cybersecurity awareness training • Digital workflow integration • Data analytics for small enterprises
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6. VET Qualifications and Skill Sets

Entry-level preparation	ICT40120 Certificate IV in Information Technology or equivalent
Advanced development	ICT50220 Diploma of Information Technology or equivalent

7. Job progression

Possible job progression	IT / POS Support Officer → Business Systems Coordinator → Operations Manager
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8. Classification

Australian Qualifications Framework	AQF Level 4-5 (enterprise dependent)
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 3 - Technical
Open Source Classification of Occupations for Australia (OSCA)	ICT Support Technician



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