

CS64 Enterprise Resource Planning (ERP) Support Officer

1. Job role

TCF sub-sector	Cross-sector
Job role	CS64 Enterprise Resource Planning (ERP) Support Officer
Job role description	Provides technical and operational support for Enterprise Resource Planning (ERP) systems used in TCF production environments. Ensures accurate data management across procurement, inventory, production scheduling, finance and sales modules, supporting efficient end-to-end operations.
Performance expectations	• Maintain data accuracy across ERP modules • Support uninterrupted ERP system functionality • Ensure timely resolution of system user issues • Support production planning and inventory visibility • Maintain compliance with data governance standards • Provide reliable reporting and system insights
Specialisation	• Manufacturing ERP systems • Production planning and inventory modules • Data governance and reporting systems
Application in other Textile, Clothing and Footwear (TCF) sectors	• Transferable to leather goods, footwear manufacturing, apparel manufacturing and broader manufacturing ERP environments.

2. Key tasks and critical work functions

Key tasks	• Maintain and update ERP production and inventory data • Provide user support and troubleshooting • Generate operational and management reports • Support ERP system configuration updates • Coordinate with IT vendors and system providers • Monitor system performance and data integrity • Train staff on ERP system usage
Critical work functions	• Ensuring accurate production scheduling data • Maintaining inventory accuracy and traceability • Supporting procurement and supply chain visibility • Reducing operational errors through data validation • Supporting financial and compliance reporting • Protecting system security and user access controls • Enabling data-driven decision making

3. Technical skills

ERP system administration	Manage user access and module configuration.
Data integrity management	Validate and reconcile system data.

Manufacturing modules knowledge	Understand production, BOM and inventory workflows.
Reporting and analytics	Generate operational and financial reports.
System troubleshooting	Diagnose and resolve ERP-related issues.
Integration support*	Support integration with CAD, PLM and finance systems.
Cybersecurity awareness	Maintain secure user access and data protection.
Documentation control	Maintain system manuals and process documentation.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Generic Skill	Brief description
Analytical thinking	Interpret data and identify discrepancies.
Problem solving	Resolve system and workflow issues efficiently.
Communication	Explain technical issues to non-technical staff.
Attention to detail	Ensure accuracy of data inputs.
Collaboration	Work across departments to support workflows.
Adaptability	Respond to evolving digital system requirements.

5. Emerging skills

Emerging skills	• Cloud-based ERP systems • Advanced data analytics and dashboards • AI-assisted production planning • Digital twin and smart factory integration • Blockchain-based traceability systems • Cybersecurity risk management
-----------------	--

6. VET Qualifications and Skill Sets

Entry-level preparation	ICT40120 Certificate IV in Information Technology or equivalent in Business Systems or related field.
Advanced development	ICT50220 Diploma of Information Technology or Advanced Diploma or bachelor's degree in information technology or business systems or specialist ERP certification.

7. Job progression

Possible job progression	Possible job progression: ERP Support Officer → ERP Systems Analyst → Digital Operations Manager → Chief Information Officer
--------------------------	--

8. Classification

Australian Qualifications Framework	AQF Level 4-5 (enterprise dependent)
-------------------------------------	--------------------------------------

Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 2-3 (Technicians / Professionals)
Open Source Classification of Occupations for Australia (OSCA)	ERP Support Officer - Manufacturing



Skills Insight is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.