

CS11 IT Systems Support Officer

Disclaimer

These Occupational Frameworks and Skill Profiles have been developed as workforce planning, occupational mapping and skills reference resources for the Australian textile, clothing and footwear (TCF) industry. They are intended to describe the typical functions, responsibilities, skills and capabilities associated with occupations across the industry.

These documents are not intended to replace or override industrial instruments or employment arrangements, including awards, enterprise agreements, employment contracts, position descriptions, classification structures, licensing or regulatory requirements, or other statutory obligations. Where differences arise, the relevant industrial, legislative or regulatory requirements take precedence. The Skill Profiles should be used as complementary reference documents to support workforce planning, career development, training and skills recognition.

1. Job role

TCF sub-sector	Cross sector
Job role	CS11 IT Systems Support Officer
Job role description	Provides technical support and administration for digital systems used across textile, clothing and footwear enterprises. The role ensures reliable operation of business systems, logistics and warehousing platforms, and production or manufacturing systems used in TCF operations. The IT Systems Support Officer supports enterprise resource planning (ERP) systems, inventory and warehouse management systems, production control software and point-of-sale (POS) platforms. The role works closely with production, supply chain, retail and management teams to maintain system functionality, resolve technical issues and support digital transformation across the organisation.
Performance expectations	• Maintain reliable operation of enterprise IT systems used across TCF operations. • Provide timely resolution of user technical issues and system faults. • Support business systems including ERP, POS and financial systems. • Support logistics, inventory and warehouse management platforms. • Assist with production and manufacturing system maintenance. • Maintain system security, data integrity and user access controls. • Document system configurations and support procedures. • Support implementation of new digital systems and upgrades.
Specialisation	Business enterprise systems support, logistics and warehouse management systems, manufacturing execution systems (MES), retail POS platforms, and digital product development systems used in the TCF industry.

2. Key tasks and critical work functions

Key tasks	• Provide user support for enterprise business systems. • Monitor performance of IT infrastructure and enterprise software. • Maintain ERP, inventory management and logistics systems. • Support production management and manufacturing software. • Install and configure hardware and software systems. • Manage system access permissions and user accounts. • Assist with system upgrades, testing and deployment. • Maintain system documentation and support logs.
Critical work functions	• Maintaining operational continuity of enterprise digital systems. • Supporting production and supply chain operations through reliable IT infrastructure. • Protecting enterprise data and system security. • Ensuring efficient communication between digital systems and operational teams. • Supporting adoption of new digital tools across TCF operations. • Providing responsive technical support to business users.

3. Technical skills

Enterprise systems support	Support ERP systems used in TCF production, logistics and finance.
Warehouse and logistics systems	Maintain warehouse management and inventory tracking systems.
Manufacturing systems	Support production planning and manufacturing execution software.
Retail POS systems	Maintain POS systems used in retail operations.
Network and hardware support	Install and maintain workstations, printers and network infrastructure.
System security and access control	Manage user authentication, permissions and cybersecurity measures.
Data management	Maintain system databases and support data integrity.
IT service management tools	Use service desk and ticketing systems to manage technical support requests.

4. Generic Skills

Problem solving	Diagnose and resolve technical system issues.
Communication	Explain technical issues clearly to non-technical staff.
Customer service	Provide responsive and supportive IT assistance to staff.
Planning and organisation	Manage multiple support tasks and system updates.
Attention to detail	Maintain accurate system documentation and configuration.
Teamwork	Collaborate with IT specialists, production teams and managers.

5. Emerging skills

Emerging skills	• Cloud-based enterprise system administration. • Integration of ERP, PLM and manufacturing systems. • Data analytics and reporting platforms. • Cybersecurity risk monitoring. • Automation of digital workflows. • Integration of e-commerce and logistics systems.
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6. VET Qualifications and Skill Sets

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

7. Job progression

Possible job progression	IT Support Technician → IT Systems Support Officer → Systems Administrator → IT Manager / Digital Systems Manager.
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8. Classification

Australian Qualifications Framework	AQF Level 4-5.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 2-3 (Technicians).
Open Source Classification of Occupations for Australia (OSCA)	314231 ICT Customer Support Officer.



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