

CS64 Enterprise Resource Planning (ERP) 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	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	• Maintaining data accuracy across ERP modules. • Supporting uninterrupted ERP system functionality. • Ensuring timely resolution of system user issues. • Supporting production planning and inventory visibility. • Maintaining compliance with data governance standards. • Providing reliable reporting and system insights.
Specialisation	• Manufacturing ERP systems. • Production planning and inventory modules. • Data governance and reporting systems.
Application in other 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.
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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 Computer-Aided Design (CAD), Product Lifecycle Management (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

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.
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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.
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8. Classification

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



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