

SSDCL28 ERP / Laundry Management 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	Dry-cleaning and Laundry
Functional area	Digital Systems
Job role	SSDCL28 ERP / Laundry Management Systems Support Officer
Job role description	Supports the operation, maintenance and optimisation of ERP and laundry management systems to ensure accurate data flow, production tracking and operational efficiency. In commercial laundry environments—where operations rely on integrated systems for garment tracking, billing, production control and logistics—the ERP / Laundry Management Systems Support Officer ensures systems are functioning correctly, supports users, resolves issues and maintains data integrity across the organisation.
Performance expectations	• Maintaining reliable operation of ERP and laundry management systems. • Ensuring accuracy of production, customer and billing data. • Providing timely support to system users. • Minimising system downtime and disruptions. • Maintaining data integrity and system security. • Supporting integration with tracking and automation systems. • Documenting system processes and updates. • Coordinating with IT and vendors for system support. • Improving system usage and efficiency. • Supporting continuous improvement in digital operations.
Specialisation	ERP systems, laundry management software, garment tracking systems, data management, system support.
Application in other TCF sectors	• Laundry operations supporting garment and linen tracking systems. • Dry cleaning services supporting POS and garment tracking integration.

	• Apparel production supporting ERP-based production tracking. • Textile manufacturing supporting production and inventory systems. • Footwear and leather goods supporting order and production systems. • Manufacturing and service industries supporting ERP and operations systems.
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2. Key tasks and critical work functions

Key tasks	• Supporting users of ERP and laundry management systems. • Monitoring system performance and resolving issues. • Maintaining accurate data entry and validation. • Supporting garment and linen tracking systems. • Coordinating system updates and maintenance. • Providing user training and guidance. • Maintaining system documentation. • Coordinating with IT and system vendors.
Critical work functions	• Ensuring continuous system availability and reliability. • Maintaining data accuracy and integrity. • Supporting production and logistics through system functionality. • Resolving system issues efficiently. • Ensuring compliance with data and system protocols. • Supporting integration with operational systems. • Maintaining effective user support and communication.

3. Technical skills

ERP systems	Supporting enterprise resource planning systems for operations and billing.
Laundry management systems	Managing specialised software for garment and linen tracking.
Data management	Maintaining accurate and consistent system data.
System troubleshooting	Identifying and resolving system and user issues.
User support	Providing guidance and training to system users.
Integration systems	Supporting integration between ERP, POS and tracking systems.
Reporting tools	Generating operational and performance reports.

4. Generic Skills

Problem solving	Resolving system and operational issues.
Communication	Supporting users and coordinating with teams.
Attention to detail	Ensuring data accuracy and system integrity.
Organisation	Managing system tasks and priorities.
Adaptability	Working with changing systems and technologies.

Customer focus	Supporting internal users effectively.
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5. Emerging skills

Emerging skills	• Using cloud-based ERP and software as a service (SaaS) platforms. • Integrating radio frequency identification (RFID) and advanced tracking systems. • Applying data analytics for operational insights. • Supporting automation and smart laundry systems. • Using application programming interface (API) integrations between systems. • Enhancing cybersecurity and data protection practices.
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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	Systems Support Officer → ERP / Systems Specialist → IT Coordinator → Digital Operations Manager.
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8. Classification

Australian Qualifications Framework	AQF Level 4–6.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 2.
Open Source Classification of Occupations for Australia (OSCA)	313231 – ICT Customer Support Officer.



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