

# Business Systems & Data Officer

## STATEMENT OF DUTIES

MAY 2025

Number	979816
Portfolio	Education Regulation
Branch	Teachers Registration Board (TRB)
Section/Unit/School	N/A
Supervisor	Program Manager Systems and Data
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 5
Employment Conditions	Fixed Term, Full Time 73.5 hours per fortnight, 52 weeks per year, including 4 weeks annual leave
Location	South

## Context

The Teachers Registration Board (TRB) is an independent statutory body that registers and regulates teachers in Tasmania. The TRB provides support and assistance to all teachers and their employers in Tasmania, as well as engaging with Authorities in other jurisdictions.

## Primary Purpose

To support the development and ongoing management of the Customer Relationship Management (CRM) system, through the provision of project support, research and analysis to inform decision making, preparation of documentation and user support resources.

To provide client focussed support and advice for TRB systems and assist in the development, monitoring and maintenance of such systems to ensure accurate and reliable data collection and a positive user experience.

Engage with key TRB stakeholders such as the DECYP Information Technology Services (ITS) and developers to address and coordinate the resolution of functional issues and inform system enhancements.

## Level of Responsibility/Direction and Supervision

The occupant requires an understanding of operational guidelines, systems and processes, to achieve the required outcomes.

The occupant is responsible for exercising a high level of confidentiality and discretion in disseminating information and answering queries, and is required to exercise sound judgement, and initiative within the operating framework established by the Deputy Director.

The occupant receives general direction from the Deputy Director, meeting objectives in the provision of support to the Teachers Registration Board, with the expectation to set and revise own work priorities to achieve tasks within agreed timeframes and allocated deadlines.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes taking measures to reduce the risk of, identify, and report child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolios which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for acting within the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

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1. Provide daily business system support services, including advice on issues associated with TRB systems and projects.
2. Manage the changes to business applications, while effectively and harmoniously liaising with stakeholders including TRB staff, Application Developers and ITS staff.
3. Perform system testing and coordinate structured User Acceptance testing.
4. In consultation with stakeholders, assist in the development of Business System Management plans for the TRB systems and provide support in accordance with these plans.

5. Coordinate contractors providing third-level support and monitor associated performance and Service Levels.
6. Develop and deliver user supports and training in the use of TRB systems and develop and maintain system management procedures, troubleshooting articles and associated documentation.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
8. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

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1. Demonstrated experience in customer and business support information management and core business systems or an ability to quickly acquire such knowledge and experience.
2. Proven ability to liaise effectively and harmoniously with stakeholders to investigate, analyse and appropriately document business requirements, functional documentation and user resources.
3. Well-developed coordination and organisational skills, with a proven ability to resolve conflicting information and priorities constructively to deal effectively with competing demands in an environment subject to work pressures and change.
4. Well-developed and proven interpersonal communication and conflict resolution skills, with the ability to liaise effectively with a diverse range of individuals and work positively within an integrated team environment.
5. Demonstrated ability to undertake research and analysis to solve functional issues and coordination of technical resources, and to use good judgment, confidentiality and discretion.
6. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any

change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

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- Essential**
- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

- Desirable**
- Nil

## Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at

<http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

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**APPROVED BY PSS DELEGATE:**

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