

Position Title	Student Management System (SMS) Administrator
Portfolio	Corporate Services
Division	ICT & Innovation
Department/Cost Centre	05500
Classification	PACCT Level 6
Position Number/s	101589
Reporting to	Team Leader - Student Management System
Supervises	NIL

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

South West TAFE is where practical skills meet real opportunity. With over 150 industry-aligned courses, we help people build the confidence and capability they need to step into their future — whether that's a new job, a career change or further study.

SWTAFE campuses are situated on the lands of the Gunditjmarra, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr nation, and the Tjap Wurrong and Bunganditj peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and a further delivery site at Glenormiston. They offer modern facilities, expert trainers and strong connections to local industry—so learning stays relevant, hands-on and flexible.

We're not just keeping up — we're staying ahead. And we're proud to be part of a region that's growing, evolving and inspiring change.

Division Overview

The ICT and Innovation Department leads the information and communications technology (ICT) functions at South West TAFE.

The Department is comprised of the ICT Operations team, the Digital Transformation team and the Student Management System (SMS) team, within the Corporate Services portfolio.

The ICT Operations team maintains and supports the core network infrastructure, cyber security, end user devices, cloud and on-premise software and platforms, audio visual and communications (portable devices, telephones, etc.) that underpin the delivery of training to students; and supports the business objectives of the Institute.

The Digital Transformation team aims to ensure the efficient, effective and economical use of ICT systems and underpinning process across the organisation. Working with stakeholders to understand requirements and process to then leverage the Institutes investment in technology to the fullest. This will be a mixture of enhancing systems already in place and the implementation of new systems into the environment.

The SMS team is responsible for the adoption, development and maintenance of South West TAFE's Student Management System. This includes the development and implementation of new functionality and interfaces that assist with the efficiency of South West TAFE operations, ensuring student data reporting requirements to funding bodies and other various government departments are met.

The role of each team is to work with key internal and external stakeholders to strategically specify, maintain and deliver technologies and services used in the execution of the business objectives and strategic direction of South West TAFE, and to ensure that avenues for support, fault escalation and fault resolution are provided.

Position Overview (Your Opportunity)

Reporting to the Team Leader - Student Management System, the SMS Administrator is responsible for the overall administration and maintenance of South West TAFE's student management system, ensuring efficient operation and support for staff. The primary focus is this role will be to ensure the accurate and secure management of student data, system functionality, and user access.

Continuous improvement of the student management system is a key aspect of this role, working with key internal and external stakeholder in the development and implementation of new functionality and interfaces that assist with the efficiency of South West TAFE operations as well as the management of student data.

This role is responsible for managing the structure, design and functionality within the student management system.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position

- System Administration:
 - Oversee the day-to-day operation of the student management system.
 - Maintain and update system configurations, user permissions, and access controls.
 - Ensure data integrity and accuracy by monitoring data entry and performing regular audits.
 - Collaborate with IT teams to implement system upgrades and enhancements.
 - Manage SMS system integrations with other software applications used in South West TAFE.
 - Interpret Government compliance requirements and update and configure SMS as required.
 - Be responsible for configuring SMS to ensure that the SWTAFE Federal reporting obligations in relation to TCSI (Transforming the Collection of Student Information) and VET Student Loans are able to be met.
- Technical Support:
 - Provide ongoing technical support to stakeholders, addressing enquiries, troubleshooting issues, and guiding them through system functionalities.
 - Troubleshoot system issues and coordinate with vendors for problem resolution.
 - Collaborate with and assist the SMS Trainer as required in enabling user training and enhancing end user functionality to promote effective system utilisation.
 - Testing of new software releases and management of new feature requests.
 - Stay up-to-date with system updates, new features, and enhancements, and communicate relevant information to users.
 - Create and maintain system documentation, including user guides and FAQs.
- Data Management:
 - Manage and maintain the integrity and security of student and course data, including enrolment, qualification, attendance, demographic information, unit and availability configuration.
 - Responsible for the structural design and configuration of all aspects of the functionality, for SWTAFE, within the SMS to ensure that data obtained from the SMS is meaningful, compliant, and reliable for stakeholders.
 - Work with relevant staff in configuring system functionality structures, within the SMS, to align with delivery requirements, industry expectations and SWTAFE business requirements.
 - Management and configuration of the fee charging and disbursement process within the SMS, including the annual fees data collection and management of fee related compliance requirements.
 - Responsible for management and setting of key information for the academic year within the SMS.
 - Assist in the development and implementation of data privacy and security policies.
- System Enhancement and Innovation:
 - Identify opportunities for system improvement and efficiency and participate in forward planning of the student management system
 - Collaborate with internal and external stakeholders to gather requirements for system customisation.
 - Coordinate the testing and implementation of software upgrades, new system modules and features.
 - Stay informed about emerging trends and technologies in student management systems.
- Collaboration:
 - Collaborate with cross-functional teams to ensure seamless integration and alignment of the student management system.
 - Collaborate with our TAFE institutions on the efficient and effective use of the student management system. Represent South West TAFE at various forums and user-group meetings and actively promote the South West TAFE's requirements in system wide forums.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- High level technical knowledge and skills in data management and extensive experience in the use of data management reporting systems and tools.
- Demonstrate the ability to work effectively in Vocational Education and Training (VET) including awareness of national VET policies and frameworks, relevant state and commonwealth legislation and guidelines.
- Ability to interrogate, manipulate and interpret data to provide meaningful reports.
- Familiarity with student management systems, such as Technology One, is highly desirable.
- Employ highly developed organisational and administrative skills with attention to detail and the ability to work to strict time lines.
- Strong problem-solving and troubleshooting skills.
- Detail-oriented with the ability to manage multiple tasks and prioritize effectively.
- Proficiency in using educational technology tools and software.
- Highly developed interpersonal, written and verbal communication skills.
- Work as a self-directed member of a team and a demonstrated capacity to develop and maintain effective workplace relationships.

Qualifications and Requirements

Mandatory requirements

- A Degree or Diploma qualification in a relevant field of data management, Information Technology or business systems administration, together with a minimum of 3-year practical application post qualification.
- Experience in student management systems administration or a similar role.
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Knowledge of, and experience in, an educational environment including knowledge of the Victorian TAFE system and the national Vocational Education and Training sector.
- Proficient in using Microsoft Office products and relevant industry software and programs

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with Victorian TAFE PACCT Staff Agreement 2025
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

Position Description

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Employee		