



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P72250

Division: Justice and Community Safety

Classification: Administration Service Officer
5 (ASO 5)

Business Unit: ACT Emergency Services
Agency, Corporate Services

Location: ESA Training Centre, Hume,
Ngunnawal Country

Position Title: Training Management System
Data Analyst

Last Reviewed: 03/08/2026

Position Requirements: Tertiary
qualifications in Data Analytics, Data Science,
Statistics, Business Intelligence, Computer
Science, or a related field are highly desirable

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.



The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

The Corporate Branch is a diverse team that provides extensive services and support across all of ESA to both paid employees and volunteers, including human resource management, workforce planning, education and training, work health and safety and wellbeing services, support, and recruitment.

The Corporate Branch is also responsible for delivery of various strategic projects and initiatives, relating to diversity and inclusion and contributing to annual all hazards preparedness.

ESA Training (ESAT) provides strategic advice on the whole of agency learning and development needs along with maintaining ESA's Registered Training Organisation (RTO) status including quality and compliance. ESAT is responsible for the development, provision and maintenance of learning and development initiatives to support and enable staff and volunteers to perform their duties safely, efficiently, and effectively along with the development of training and services to meet the ESA's needs.

BUSINESS UNIT OVERVIEW

The Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service (ACTAS), ACT Fire and Rescue (ACTF&R), ACT Rural Fire Service (ACTRFS) and the ACT State Emergency Service (ACTSES).

The ACT ESA undertakes to:

- provide emergency services 24 hours per day every day of the year.



- provide its services efficiently and effectively within resource allocations.
- ensure that compliance activity meets legislative standards on all occasions.
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be found on the ESA Website <http://www.esa.act.gov.au>

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Training Management System (TMS) Data Analyst operates under the general guidance of the ESA Training Assistant Director Strategic Training Projects, while the Assistant Director leads the delivery and implementation of a Training Management System. The Data Analyst will work with the ESA Training team to prepare existing training data relating to the delivery of nationally recognised training, internal professional development and other operational information, for migration into the ESA's replacement Training Management System.

This role is responsible for generating custom reports for archiving inactive records, ensuring the existing ESA RTO training data is accurate and aligns with the data structure for the Training Management System during the implementation phase of the project, and supporting the training administrators to upload archived records into the ACT Government Electronic Document Records Management System (EDRMS).

WHAT YOU WILL DO

Under the general direction of the Assistant Director Strategic Training Projects the TMS Data Analyst will:

1. Provide high quality analysis of existing ESA RTO data to determine inconsistency in data recording which may hinder migration.
2. Research, plan, develop and recommend revisions for existing data to maintain consistency in recording.
3. Identifying data for long term archiving (ESA and external inactive records to be housed in HP Content Manager file type to be determined).
4. Develop in-house database/spreadsheet solution to identify students housed in HP Content Manager.



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5. Support the administration of vendor contracts by collaborating closely with contract managers to oversee contract performance and drive the successful delivery of RTO outcomes.
6. Liaise with the incoming vendor to begin match/mapping our data cells/naming conventions for our data with the new solution.
7. Support high quality and timely data migration testing, as well as user acceptance testing and update methodology when required to ensure a satisfactory product.
8. Identify issues by undertaking proficient analysis of output data in the new solution to confirm accuracy.
9. Maintenance of administrative records in accordance with the *Territory Records Act 2002* (TR Act).
10. Undertake other duties appropriate to this level of classification which contribute to the operation of the section and organisation.
11. This position *does not* involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Data Analysis and Statistical Expertise – Demonstrated strong ability to collect, organise, analyse, and interpret large datasets using statistical methods and analytical tools such as SQL, spreadsheets, and programming languages like R Studio, with a focus on generating actionable insights to support evidence-based decision-making and a high level of attention to detail and accuracy.
2. Data Visualisation and Reporting - Demonstrated experience in analysing large datasets and generating clear, compelling data models and preparing meaningful reports and dashboards using tools such as Power BI, or similar platforms to communicate insights effectively.
3. Data Quality and Governance – Demonstrated experience in data validation, cleansing, and ensuring compliance with data integrity and security standards.

Behavioural Capabilities

1. Critical Thinking and Problem-Solving – Ability to identify trends, diagnose issues, and develop innovative, practical solutions.



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2. Communication and Collaboration – Strong interpersonal and communication skills to present complex data clearly and effectively to both technical and non-technical audiences, and to work collaboratively with diverse stakeholders.
3. Adaptability and Continuous Learning - A record of contributing to improving business outcomes through innovative approaches and within the context of the ACTPS values and signature behaviours.

Compliance Requirements/Qualifications

1. Tertiary qualifications in Data Analytics, Data Science, Statistics, Business Intelligence, Computer Science, or a related field are highly desirable
 2. Experience in working with different software platforms, or a demonstrated ability to learn and adapt to new software environments quickly.
 3. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
 4. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
 5. Driver's license C class is highly desirable.
 6. This position *does not* require a pre-employment medical
 7. This position *does not* require a Working with Vulnerable People Check.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of *Training Management System Data Analyst* (ASO5 P72250) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never



Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Never