

POSITION DESCRIPTION

POSITION TITLE	Digital Trainer – ERP Project
DIRECTORATE – BUSINESS UNIT	Corporate – ERP Project Team
LEVEL - IA	6 - Salaried
RESPONSIBLE TO	ERP Project Manager

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

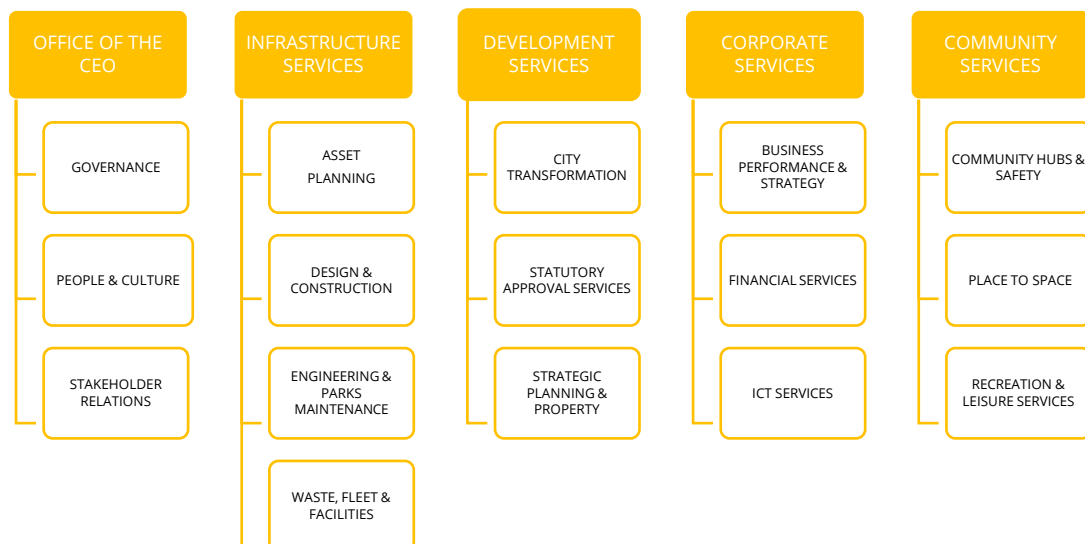
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- RESPECT** We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
- INTEGRITY** We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
- CARE** We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
- HONESTY** We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

The Digital Trainer – ERP Project plays a key role in supporting the successful transition to the TechnologyOne OneCouncil ERP system by developing and delivering engaging, user-centric training programs. Working closely with subject matter experts, business units, and the project team, the trainer will ensure that staff are equipped with the skills and knowledge to confidently use the new system and adopt new processes. This role is critical to enabling user readiness and ensuring sustainable digital capability within the organisation.

KEY RESULT AREAS

ERP Training Development and Delivery

- Design, develop, and maintain training materials tailored to various audiences, including end users, power users, and support staff.
- Deliver training sessions in various formats including in-person, virtual, self-paced eLearning, microlearning, and quick reference guides.
- Maintain and update training materials to reflect system updates and process changes.
- Maintain an accessible training and resource library within SharePoint and the City's learning systems.

Stakeholder Engagement and Collaboration

- Collaborate with business analysts, subject matter experts, ICT staff, and business units to understand system functionality and business process changes.
- Work with the Organisational Change Manager to develop and manage training schedules aligned with ERP project phases such as testing, go-live, and post-implementation.
- Build strong working relationships with stakeholders across all Directorates to support system adoption and digital capability development.

ERP Implementation Support

- Provide support during system go-live, including floor walking, user assistance, and troubleshooting basic system issues.
- Support the broader change management strategy through coaching, guidance, and capability-building activities.
- Champion a positive learning culture and continuous improvement across the organisation.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Certificate IV in Training and Assessment
- Demonstrated experience designing and delivering training for ERP systems (Experience with TechnologyOne, OneCouncil highly regarded)
- Experience working in or with Local Government or the public sector (preferred).
- Proficient in using authoring tools (e.g., Articulate 360, Vyond, Canva, Microsoft 365, SharePoint).
- Strong written and verbal communication skills, with the ability to tailor messages to different audiences.

SELECTION CRITERIA

1. Proven experience in the development and delivery of digital training materials for ERP or complex ICT systems.
2. Demonstrated understanding of adult learning principles and their application in organisational settings.
3. Strong ability to work collaboratively with stakeholders across multiple departments and levels of digital proficiency.
4. Excellent communication and presentation skills, including the use of digital platforms to engage learners.
5. Experience supporting technology implementations or large-scale change programs, preferably in a Local Government context.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services

DATE PD REVIEWED/APPROVED: 24 March 2026
