



Position Title:	Content Manager (TRIM) Administrator	Position No:	CP20
Group:	Office of CEO	Section:	Information Management
Reports to:	Manager Information and Records Management (CP09)	Direct Reports:	Nil
Classification Level	Administration Officer 6 – ASO6		
Location:	Darwin	Date Approved:	April 2026
Special Measures:	<i>Yes - Priority Consideration Aboriginal and/or Torres Strait Islander</i>		

POSITION OVERVIEW

The Content Manager Administrator is responsible for the day-to-day administration and continuous improvement of the OpenText Content Manager EDRMS across the organisation. The role ensures that records and information are managed securely, consistently, and in compliance with legislative and organisational requirements. The position provides specialist system support, resolves technical and user issues, delivers training, and works collaboratively with ICT teams and external providers to maintain and enhance system performance and capability.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Administer and maintain the Open Text Content Manager system including configuration, security, metadata and workflows.
- Manage and update business classification schemes, retention schedules and templates to support compliance and good records management practices.
- Manage user access, permissions and security controls, and monitor and respond to potential security issues.
- Provide advice and guidance to staff on best practice information and records management.
- Coordinate and action system maintenance tasks identified through regular system checks and reports.
- Deliver Content Manager training and support to users including onboarding, refresher and advanced sessions.
- Initiate further use of Content Manager features such as Action Workflows and inbuilt Content Manager Workflows.
- Work with ICT and internal stakeholders to support integration between Content Manager and other corporate systems.
- Maintain accurate documentation, procedures and records relating to system administration and security, including security breaches, investigation and recommendation reports.
- Follow all NLC policies and procedures to make sure work is carried out to the right standards.
- Take on other reasonable tasks within your role, classification, service area, and skills when needed.
- Follow the NLC Code of Conduct, working in a professional, respectful, and collaborative way with your team and the wider organisation.
- Take part in performance reviews and any learning and development needed for your role.
- Look after your own health and safety and make sure your work does not put others at risk.
- Report any hazards or incidents to your supervisor straight away and complete any required reports on time.

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Tertiary qualification in Information Management or a related field; or equivalent relevant experience.
- Minimum five (5) years' experience in records management and system administration preferably using OpenText Content Manager or a similar system;
- Demonstrated ability to administer secure enterprise systems, including configuration and workflow management, while appropriately handling sensitive and confidential information.
- Experience delivering training, preparing fit for purpose training materials and providing technical guidance to staff
- Strong organisational skills with the ability to manage multiple priorities.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.
- Current C Class Drivers Licence and the ability and willingness to undertake remote travel in a manual 4WD vehicle

DESIRABLE REQUIREMENTS

- Knowledge and understanding of the relevant legislation affecting Aboriginal land and sea management including the Aboriginal Land Rights (Northern Territory) Act 1976 (Cth.) and the Native Title Act 1993 (Cth.)
- Knowledge of the National Archives of Australia (NAA) legislation