

Position Description - Information Governance and Systems Advisor

POSITION DETAILS

Department / Team: Information Management & Governance	Reports to (title): Applications Administrator
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: AO6

THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 5.9km of twin tunnels running under the Brisbane River and CBD; with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast; upgrades for stabling yards; track works and surface rail enhancements; and the introduction of a new ETCS digital signalling system.

Further Information: www.crossriversrail.qld.gov.au

OUR VALUES AND BEHAVIOURS



WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.



WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.



WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn and improve.

ROLE OVERVIEW

The Information Governance and Systems Advisor provides specialised information governance and technology support services to ensure the effective operation, integrity, and continuous improvement of the Delivery Authority's information management systems.

The role combines advanced document control capability with systems administration and user support, ensuring that digital tools such as electronic Document and Records Management System (EDRMS), project collaboration platforms, and all related approved business applications are optimised, compliant, and aligned to business needs.

Operating with a high level of autonomy, the position applies sound judgement to resolve complex issues, supports system enhancements, upgrades and contributes to the uplift of information governance capability across the organisation.

KEY RESPONSIBILITIES

- Administer and support key information governance and document management systems (e.g. InEight Document (TeamBinder), Open Text Content Manager (TRIM), ProjectWise, Absorb, and other related systems/solutions as defined through governance guidelines ensuring availability, integrity, and security of records and data.
- Provide Level 1 and Level 2 technical support, including troubleshooting system issues, managing access and permissions, resolving workflow errors, and escalating where required.
- Maintain and enhance document control processes, including document registration, classification, version control, transmittals, and secure distribution of technical and corporate records.
- Undertake data quality assurance, audits, and compliance checks to ensure records meet legislative and organisational requirements.
- Support the configuration and continuous improvement of systems, including workflows, metadata structures, templates, and user interfaces.
- Assist in the delivery of system upgrades, enhancements, and testing activities, working closely with technical and business stakeholders.
- Develop and maintain user guidance materials, including procedures, training content, quick reference guides, and knowledge base articles.
- Deliver user training and onboarding support, building capability in information governance practices and system usage.
- Liaise with internal teams, contractors, and external stakeholders to translate business requirements into system and process improvements.
- Support compliance with:
 - Public Records Act 2023 (Qld)
 - Information Privacy Act 2009 (Qld)
 - Queensland State Archives standards and retention schedules
- Contribute to a continuous improvement culture, identifying opportunities to enhance technology, processes, and user experience.
- Support the execution of project handover activities which may include data discovery and interrogation, data classification and retention, data compliance reporting and supporting the development and execution of data migration and system decommissioning.
- Perform other duties as required, consistent with the responsibilities of the role.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- **Information Governance and Compliance:** Demonstrated knowledge of information governance, records management and document control principles, including the application of the Public Records Act 2023 (Qld), Information Privacy Act 2009 (Qld), Queensland State Archives standards and retention schedules.
- **Information Management Systems:** Demonstrated experience administering and supporting information management systems including InEight Document (TeamBinder), OpenText Content Manager (TRIM), ProjectWise, Absorb, Microsoft 365, SharePoint and Teams, ensuring the integrity, availability and security of records and information.
- **Technical Support and Problem Solving:** Strong technical troubleshooting and problem-solving skills, including providing Level 1 and Level 2 support, managing access and permissions, resolving workflow issues and supporting users across multiple business systems.
- **Document Control and Data Quality:** Demonstrated capability in document registration, classification, metadata management, version control, transmittals, auditing and data quality assurance to maintain compliant and accurate records.
- **System Improvement and Delivery:** Experience supporting system configuration, upgrades, enhancements, testing, data migration and system decommissioning activities while identifying opportunities to improve business processes and user experience.
- **Communication and Stakeholder Engagement:** Strong communication, training and stakeholder engagement skills, with the ability to develop user guidance materials, deliver training and work collaboratively with internal and external stakeholders to achieve business outcomes.
- **Autonomy and Results:** Ability to work independently, exercise sound judgement, manage competing priorities and deliver high-quality outcomes in a dynamic information governance and technology environment.