Role Description
Digitising Technical Officer

Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	Australian Museum Research Institute / Life and GeoSciences
Role number	50052131
Classification/Grade/Band	Technical Officer Grade 1-2
Senior executive work level standards	Not Applicable
OSCA Code	269532
PCAT Code	1119192
Date of Approval	29 October 2026
Agency Website	https://australian.museum/

Agency overview

Australian Museum (AM) is located on the homelands of the Gadigal people. The AM acknowledges and pays respect to the Gadigal people as the custodians of the land, sky and waterways, paying respect to Elders past and present.
The Australian Museum (AM) operating within the NSW Department of Creative Industries, Tourism, Hospitality and Sport cluster, is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 22 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.
The AM mission is: To ignite wonder, inspire debate and drive change.
The AM vision is: To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.
For more information, visit the website.
The Australian Museum is committed to building a workforce that reflects the rich diversity of the communities we serve.
We actively encourage applications from First Nations, Aboriginal and Torres Strait Islander peoples; Pasifika peoples; people with disability, including physical, sensory, cognitive, intellectual, neurological, psychosocial, and chronic health conditions, whether visible or hidden; people from culturally and linguistically diverse backgrounds; people of all ages; members of the LGBTQIA+ community; and people from all socioeconomic backgrounds.

Primary purpose of the role

To increase the impact of science at the Australian Museum by doing technical work that supports digitisation of the Australian Museum Natural Sciences collections during the final stage of the Collection Enhancement Project (CEP). This is a 3-year fixed-term role. It focuses on delivering the remaining CEP completion targets consistently and to a high standard. The position works in the natural science collections (particularly in the either Entomology, Malacology or Marine Invertebrates collections) of the Australian Museum Research Institute (AMRI) with fragile specimens and/or specimens preserved in hazardous chemicals, using appropriate WH&S procedures. The role holder will register, image and barcode specimens to provide digital access to the collections as the CEP moves towards completion.

Key accountabilities

- Work with the CEP team and other Collections staff to complete digitisation targets of the museum's natural science collections in the final phase of the CEP. This includes familiarity with established workflows, standards and procedures. Day-to-day tasks include:
- Handling and preparing fragile specimens and specimens stored in ethanol or formalin.
- Registering specimens and entering their data into the museum's relational database (EMu) in line with CEP data standards.
- Imaging high-value specimens.
- Deliver on agreed digitisation completion targets with consistent quality and output.
- Monitor progress and report issues promptly to keep the digitising program efficient, effective and on track for completion.
- Help prepare materials for the DigiVol program, working with the DigiVol team and volunteers and providing training where needed.
- Support the CEP as a team player, including taking part in outreach activities.
- Assist the Life Sciences Digitisation Manager complete regular reporting, including progress against CEP completion targets.

Key challenges

- Familiarly with established CEP workflows, systems and collection-specific procedures so you can contribute effectively in the final stage of the project.
- Keeping output and quality consistent across repetitive tasks while working independently to manage the technical complexity of extensive collections. This includes curating specimens/objects, working with relational databases and working with the digitisation team.
- Handling fragile specimens and specimens stored in hazardous chemicals while making sure the work follows WHS practices and procedures.

Key relationships

Internal

Who	Why
Life Sciences Digitisation Manager	• Has oversight and provides regular updates on key administrative and operational projects, issues and priorities. • Responds to requests for input on key issues.
Senior Natural Sciences Collection Enhancement Project Coordinator	• Escalates issues, keeps informed, advises and receives instructions. • Administrative approvals (time sheets, leave, purchasing, expenses). • Provides leadership to the position.
Collection Managers	• Ensures activities and projects are aligned with Branch, Divisional and organisational priorities. • Assigns work, manages workloads, provides guidance.

External

Who	Why
Head of Life and Geosciences	• Has oversight and ensures activities and projects are aligned with Life Sciences and organisational priorities • Responds to requests for input on key issues.
Conservation and Collection Care (CC&C)	• Ensures activities and projects are aligned with CC&C and organisational priorities.

Who	Why
DigiVol staff and volunteers	• Integrate DigiVol activities into the digitising process where applicable.

Role dimensions

Decision making

This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. The role holder will refer matters that require a wider range of knowledge of expertise to a team leader or collection staff. The role holder will exercise good judgement at all times.

Reporting line

Life Sciences Digitisation Manager or Senior Natural Sciences Collection Enhancement Project Coordinator.

Direct reports

None

Key knowledge and experience

- Demonstrated capacity to support collection staff in the maintenance and curation of the collection including the ability to handle fragile specimens/objects and labels and experience in, or willingness to handle chemicals, including ethanol and formalin.
- Demonstrated experience in working with collection management systems.
- Demonstrated experience in imaging (e.g. taking high quality photographs) of collection specimens/objects.
- Demonstrated basic knowledge and understanding of the application of Work Health and Safety (WH&S) legislation and regulations.

Essential requirements

- At minimum, TAFE qualifications in a relevant field, or equivalent experience in working with a natural science collection discipline (Entomology, Malacology or Marine Invertebrates).

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be open to new ideas and approaches and adapt to new situations • Offer your opinion, ask questions and make suggestions • Do not give up easily when challenges arise • Be respectful and considerate in challenging situations • Ask for help when you don't know something	Foundational
 Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
 Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
 Business Enablers	**Technology** Understand and use available technology to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes, however, may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	**Act with Integrity**	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	**Manage Self**	Be persistent, self-reflect and commit to learning	Intermediate

Capability group/sets	Capability name	Description	Level
 Personal Attributes	**Value Diversity and Inclusion**	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	**Influence and Negotiate**	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	**Plan and Prioritise**	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	**Think and Solve Problems**	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Results	**Demonstrate Accountability**	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational
 Business Enablers	**Finance**	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	**Procurement and Contract Management**	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	**Project Management**	Understand and use effective ways to plan, coordinate and control projects	Foundational

Capability group/sets	Capability name	Description	Level
Business Enablers			