

# Role Description

## EMu Database Support Coordinator



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	CS/ICT/Collections Systems
Role number	50051178
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
OSCA Code	531111
PCAT Code	1119192
Date of Approval	June 2026
Agency Website	<a href="https://australian.museum">https://australian.museum</a>

### Agency overview

The Australian Museum acknowledges that we operate on the lands, waters and skies of many First Nations Peoples. As Australia's first museum, we share the responsibility of advocating for Country and honouring First Nations Peoples and knowledges.

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 AM supports a diverse workforce and promotes applications from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTQIA+ community, veterans, refugees and people with disabilities.

### Primary purpose of the role

The EMu Database Support Coordinator is responsible for the technical administration and day-to-day operation of the Museum's collection management system, EMu. The role administers database configuration, data standards

and user support to ensure EMu remains integrated with the AM's IT and digital infrastructure, and that collection data is accessible, accurate and fit for purpose in support of AM objectives.

## Key accountabilities

- Administer the EMu collection management database including configuration, security, schema and objects, and perform day-to-day technical operations to maintain a stable, compliant and well-functioning system.
- Collaborate with Collection Managers, the Collection Systems Manager and other stakeholders to prepare and maintain data standards for the capture, storage and access of collection data.
- Monitor and administer database software installations and upgrades, ensuring currency with supported environments and compliance with agreed technical standards and guidelines.
- Respond to and assist in the resolution of collection database technical issues, providing timely support to database users and escalating complex matters to the Collection Systems Manager as required.
- Implement EMu customisations and enhancements in collaboration with AM users and Axiell, operating under the guidance of the Collection Systems Manager to ensure user needs are met within agreed parameters.
- Collaborate with relevant business areas to maintain and support the integration of EMu and associated collection data with corporate infrastructure including websites, applications and exhibitions.
- Collaborate with the Digital Asset Management System (DAMS) team to maintain effective integration between EMu and the AM DAMS (Fotoware), and assist in resolving data integration issues as they arise.
- Support and contribute to collection data projects — including the DigiVol program and digitisation initiatives — by assisting with data-related aspects in collaboration with relevant coordinators and managers.

## Key challenges

- Maintaining effective and efficient access to AM collection data for a diverse range of internal and external stakeholders with varying technical needs and expectations.
- Supporting the integration of collection data across all relevant AM functions and operations while ensuring consistency against agreed data standards.
- Collaborating across multiple teams and with external vendors to achieve data standardisation in a complex, multi-disciplinary museum environment.

## Key relationships

### Internal

Who	Why
Collection Systems Manager	<ul style="list-style-type: none"> <li>• Receive direction and guidance on technical priorities and escalate issues requiring management decision</li> <li>• Report on system status, user support issues and project progress</li> </ul>
Collection Managers and Collection Data team	<ul style="list-style-type: none"> <li>• Liaise on database matters and respond to requests for support</li> <li>• Collaborate to maximise the effectiveness of collection data workflows and outcomes</li> </ul>
DigiVol Coordinators, Head of Life and Geosciences, Manager Citizen Science and Expeditions, Life Sciences Digitisation Manager	<ul style="list-style-type: none"> <li>• Collaborate on data-related aspects of the DigiVol program and associated citizen science initiatives</li> </ul>
Internal clients/customers (AM staff)	<ul style="list-style-type: none"> <li>• Provide user support, resolve technical issues and communicate relevant practices and standards</li> </ul>

### External

Who	Why
Software vendors (Axiell and others)	<ul style="list-style-type: none"> <li>• Liaise to ensure collection management software is current, functioning effectively and users have appropriate support</li> <li>• Communicate requirements for upgrades, installations and unresolved support matters</li> </ul>
DAMS stakeholders (DAMS Administrator and 3 <sup>rd</sup> party vendor)	<ul style="list-style-type: none"> <li>• Maintain and support integration between EMu and the AM DAMS</li> <li>• Collaborate to resolve data integration issues</li> </ul>
Atlas of Living Australia	<ul style="list-style-type: none"> <li>• Support effective and timely access to AM collection data via the Atlas of Living Australia platform</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Collection Systems Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Demonstrated skills and experience in database administration and management, including data import, reporting, access controls and the development and implementation of data standards, preferably in a museum, natural history or cultural collections context.
- Demonstrated experience managing large and complex datasets, preferably of a taxonomic, ecological or multi-disciplinary nature, including experience working with collection management systems and associated digital infrastructure.
- Expert knowledge and experience in the administration and technical maintenance of EMu, including use of IMu, Axiell Sapphire, Crystal Reports and awareness of Linux and Fotoware.
- Demonstrated experience developing, maintaining and modifying multi-disciplinary museum collection management databases, including for collection management, audit and valuation, exhibition and conservation-related processes and online products.
- Experience liaising with external software vendors regarding technical support, upgrades and installations.

## Essential requirements

- Tertiary degree or equivalent experience in information technology or a relevant discipline.

## 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.





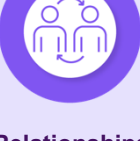


Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p><b>Display Resilience and Courage</b></p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer your opinion and raise challenging issues</li> <li>• Acknowledge when someone challenges your ideas and respond respectfully</li> <li>• Work through challenges</li> <li>• Remain calm and focused in challenging situations</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, pay attention to others and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Focus on key points and use clear, concise and inclusive language</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Pay attention and ask appropriate and respectful questions to understand others' point of view</li> <li>• Promote the use of inclusive language and help others to adjust their language where necessary</li> <li>• Seek feedback about your communication style and adapt where necessary</li> <li>• Write in a way that is well structured and easy to follow</li> <li>• Clearly communicate routine technical information</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience</li> <li>• Support a customer-focused culture in your organisation</li> <li>• Demonstrate a thorough knowledge of the available services and share relevant information with customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider different customer needs and experiences when developing solutions to meet needs</li> <li>• Resolve complex customer issues</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate




Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results by using resources efficiently and committing to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Ensure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify the resources people need and ensure goals are achieved within budget and on time</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the way resources are allocated meets new business needs</li> <li>• Ensure you budget for and clearly state the financial impacts of new priorities</li> </ul>	Adept
 <p>Business Enablers</p>	<p><b>Technology</b></p> <p>Understand and use available technology to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to collaborate using a range of technologies</li> <li>• Monitor compliance with policies for cyber security and acceptable technology use</li> <li>• Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate</li> <li>• Monitor compliance with your organisation's records, information and knowledge management requirements</li> <li>• Check that outputs from systems and digital tools support objectives and meet expected standards</li> </ul>	Adept
 <p>Business Enablers</p>	<p><b>Procurement and Contract Management</b></p> <p>Understand and use procurement processes to ensure effective purchasing and contract performance</p>	<ul style="list-style-type: none"> <li>• Comply with basic processes for orders, receipts and payments</li> <li>• Use basic checking and quality control processes for activities that support procurement and contract management</li> <li>• Understand the probity principles that apply to purchasing</li> <li>• Buy in line with delegation procedures</li> </ul>	Foundational

## 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	<b>Act with Integrity</b>	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	<b>Manage Self</b>	Be persistent, self-reflect and commit to learning	Intermediate
 Personal Attributes	<b>Value Diversity and Inclusion</b>	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
 Relationships	<b>Work Collaboratively</b>	Collaborate with others and value their contribution	Intermediate
 Relationships	<b>Influence and Negotiate</b>	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	<b>Plan and Prioritise</b>	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	<b>Think and Solve Problems</b>	Think, analyse and consider the broader context to develop practical solutions	Intermediate

Capability group/sets	Capability name	Description	Level
 <b>Results</b>	<b>Demonstrate Accountability</b>	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational
 <b>Business Enablers</b>	<b>Finance</b>	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 <b>Business Enablers</b>	<b>Project Management</b>	Understand and use effective ways to plan, coordinate and control projects	Intermediate