

Role Description

OFFICIAL



Government of
South Australia



human
services

Role title:	Classification:
Software Developer	ASO6
Division/Business unit:	Reports to:
Business Improvement Technology	ICT Applications and Program Manager

Role purpose:

The Software Developer is a role within Business Improvement Technology and is accountable to the ICT Applications and Program Manager for:

- exercising technical responsibility for all stages in the software development process.
- preparing project and quality plans and advising systems development teams.
- undertaking configuration, maintaining, and improving the performance of existing software and technology.
- participating in definition of architectural standards for software design and ensure projects are developed in accordance with specified architecture.
- working with business areas to support existing CRM.

Key outcomes and accountabilities:

1. Set local team-based standards for programming tools and techniques, advise on their application, and ensure compliance.
2. Preparing project and quality plans and advises systems development teams.
3. Analyse data requirements to establish, modify and maintain a data model.
4. Design and build integration work under the technical direction of the system/ service designer.
5. Eliciting and discovering requirements from management and other stakeholders, defining scope and business priorities for small-scale changes.
6. Specify and document business requirements as directed, ensuring traceability back to source.
7. Contribute to decisions about tools, methods, and approaches.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

MANDATORY: Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:

- ICT Applications and Program Manager (line manager)
- DHS Child and Family Support System (CFSS) management and researchers
- Director, Business Improvement Technology
- Project Managers
- Developers
- Vendors
- Departmental staff and external stakeholders

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Software Development Experience** - Specialist knowledge and experience in all aspect of SDLC (Software Development Life Cycle) to design, develop and test high quality software applications, experience in databased concepts, object and data modelling techniques and design principals, and a detailed knowledge of the full range of database architecture.
2. **Analyse and Report** - Demonstrate ability to analyse problems, initiate constructive discussion and debate and to assess and differentiate between actual and desirable outcomes.
3. **Problem Solving** - Analyse complex information, conceptualise issues and develop practical solutions.
4. **Networking** - Develop and maintain constructive and effective working relationships that foster the trust and cooperation of a wide cross section of key stakeholders and communities.
5. **Task Management** - Ability to determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.
6. **Project Management** - Scope, develop, implement, and evaluate projects that are complex and broad in scope.

Qualifications:

Desirable: Relevant tertiary qualifications and/or equivalent combination of professional experience in computer science and experience in web and software development

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

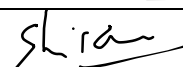
Approval:

Assessed by: Tracey McGlenchy, Team Leader, HRBP



Date: May 2023

Approved by: Shikha Sharma, Director, BIT



Date: May 2023