Role Description
Application Developer – Digital Technology and Innovation

NSW Police Force

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Digital Technology and Innovation (DTI)
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	CSO3
ANZSCO Code	261312
PCAT Code	1226492
NSWPF Role Number	
Date of Approval	28 / 08 / 2018
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Application Developer works within a team to develop, implement, maintain and support software, web, and multi-media applications which facilitate business outcomes.

Key accountabilities

- Assist in the development of applications solutions in accordance with the software development lifecycle and development frameworks.

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- Provide ongoing development support and maintenance of applications by troubleshooting, detecting and correcting faults, undertaking small development tasks and technical impact analysis.
- Maintain technical expertise on emerging technologies and multiple development platforms in a fast-changing IT environment.
- Ensure that development of IT solutions comply with the relevant NSW Police Force information technology policies, procedures, standards and taking corrective action as required.
- Assess, analyse and resolve user issues in a timely manner.
- Develop and prepare technical guidelines and support documentation for the broader DTI and the Service Desk in particular.

Key challenges

- Implement professional and commercially robust solutions that meet business requirements
- Maintain technical expertise on emerging technologies in a fast-changing IT environment
- Balance competing demands to ensure project objectives are achieved.

Key relationships

Who	Why
Internal	
Senior Application Developer	• Escalate issues, keep informed, advise and receive instructions
Work Team	• Support team, work collaboratively to contribute to achieving multiple teams' business outcomes • Participate in meetings to obtain the work group perspective and share information • Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	• Resolve and provide solutions to issues
External	
Clients/customers	• Resolve and provide solutions to information exchange issues and escalate where necessary

Role dimensions

Decision making

This role has some autonomy to make decisions around the priority of customer communication responses, time management and the priority of tasks in liaison with their team leader.

Reporting line

- Senior Application Developer (CSO5)

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Relevant qualifications in a related Information Technology discipline or demonstrated experience in solutions development.
- Ability to maintain and provide 24 hours/7 days per week support for applications ensuring reliability and high availability as per team rosters.
- Demonstrated ability to cross train in different technologies.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT<

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	**Adept**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	Development and implementation, Systems development, Systems design	Level 3 - DESN
	Change and transformation, Business change management, Requirements definition and management	**Level 3 - REQM**
	Development and implementation, Systems development, Programming/software development	**Level 4 - PROG**
	Development and implementation, Systems development, Testing	Level 3 - TEST

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Support compliance with the records, information and knowledge management requirements of the organisation

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	**Level and Code**	**Skill and Level Description**
Change and transformation, Business change management	**Level 3- REQM**	**Requirements definition and management** - Defines scope and business priorities for small-scale changes and may assist in larger scale scoping exercises. Elicits and discovers requirements from operational management and other stakeholders. Analyses them for adherence to business objectives and for consistency, challenging positively as appropriate. Works with stakeholders to prioritise requirements
Development and implementation, Systems development	**Level 4- PROG**	**Programming/software development -** Designs, codes, tests, corrects and documents complex programs and scripts from agreed specifications, and subsequent iterations, using agreed standards and tools, to achieve a well engineered result. Takes part in reviews of own work and leads reviews of colleagues' work.

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	28.08.2018
V1.1	Amendments made to Role Description	20/12/2018

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50665700	DTI						