

# Role Description

## Application Developer



Cluster	Separate Agency
Agency	NSW Education Standards Authority
Division/Branch/Unit	Information & Communications Technology Directorate
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk Grade 7/8
Role number	B1762
ANZSCO Code	261312
PCAT Code	1119192
Date of Approval	September 2023
Agency Website	<a href="http://www.educationstandards.nsw.edu.au">www.educationstandards.nsw.edu.au</a>

### Agency Overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](#).

### Primary purpose of the role

The Application Developer contributes to the planning, designing, creation, amendment, verification, testing and documentation of new and amended software, web, and multi-media applications that facilitates the achievement of business outcomes and improves business efficiencies and processes through leveraging technology to specified standards and procedures.

### Key accountabilities

- Prepare specialised, well-structured code that complies with specifications and standards, as required by the product definition to enable application development in a timely manner
- Contribute technical expertise to requirements analysis to enhance the quality of the solution design for new or existing applications to ensure fit for purpose
- Complete testing and gather feedback to improve the quality and reduce operational risk of the developed application, ensuring that the risks associated with deployment are adequately understood, documented and recommendations for mitigation strategies are identified to inform decision making
- Undertake post-release activities to develop a base of knowledge to be incorporated in future build and release cycles in compliance with release and change management processes
- Provide 3<sup>rd</sup> level application support and problem resolution to minimise the impact of application related service outages; complying with incident and problem management processes and service levels

- Identify and explore opportunities for service and business improvement including analysis and response to customer feedback and insights and contribute to ongoing improvements to products and service delivery; recognising the potential for automation of processes

## Key challenges

- Balance competing demands to ensure project objectives are achieved
- Keep up to date with best practice industry standards in a high volume work environment with tight deadlines

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>Escalate issues, keep informed, advise and receive instructions</li> <li>Provide recommendations and inform any sensitive and emerging issues</li> </ul>
Work team	<ul style="list-style-type: none"> <li>Participate in meetings to obtain the work group perspective and share information</li> <li>Work collaboratively to contribute to achieving business outcomes</li> <li>Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>Articulate needs and requirements and collaborate with to negotiate solutions, provide advice and regular updates</li> <li>Resolve and provide solutions to issues</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Various

### Direct reports

Nil

### Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements

Tertiary qualifications in Information Technology or related discipline, and/or equivalent experience





## 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](http://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](http://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
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Development & Implementation – Systems Development <b>Programming/Software Development</b>	<b>Level 4 - PROG</b>
	Change & Transformation – Business Change Management <b>Requirements Definition &amp; Management</b>	<b>Level 4 - REQM</b>
	Development & Implementation – Systems Development <b>Testing</b>	<b>Level 3 - TEST</b>
	Delivery & Operation – Service Operation <b>Application Support</b>	<b>Level 3 - ASUP</b>

## 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
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>Understand, act on and monitor compliance with information and communications security and use policies</li> <li>Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
<b>Development &amp; Implementation</b> Systems Development	Level 4 – PROG	<b>PROGRAMMING/SOFTWARE DEVELOPMENT</b> - Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. Contributes to selection of the software development approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Applies agreed standards and tools, to achieve well-engineered outcomes. Participates in reviews of own work and leads reviews of colleagues' work.
<b>Change &amp; Transformation</b> Business Change Management	Level 4 - REQM	<b>REQUIREMENTS, DEFINITION &amp; MANAGEMENT</b> - Contributes to selection of the requirements approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity. Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements. Reviews requirements for errors and omissions. Establishes the requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source. Investigates, manages, and applies authorised requests for changes to base-lined requirements, in line with change management policy.
<b>Development &amp; Implementation</b> Systems Development	Level 3 - TEST	<b>TESTING</b> - Reviews requirements and specifications, and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.
<b>Delivery &amp; Operation</b> Service Operation	Level 3 - TEST	<b>TESTING</b> - Reviews requirements and specifications, and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.