

Role Description

Application Developer



Customer
Service

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261312
PCAT Code	1226468
Date of Approval	November 2019

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 3rd 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
Internal	
Manager	<ul style="list-style-type: none">▪ Escalate issues, keep informed, advise and receive instructions▪ Provide recommendations and inform any sensitive and emerging issues
Work team	<ul style="list-style-type: none">▪ Participate in meetings to obtain the work group perspective and share information▪ Work collaboratively to contribute to achieving business outcomes▪ Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
Clients/customers	<ul style="list-style-type: none">▪ Articulate needs and requirements and collaborate with to negotiate solutions, provide advice and regular updates▪ Resolve and provide solutions to issues

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

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	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Development & Implementation – Systems Development Programming/Software Development	Level 4 - PROG
	Change & Transformation – Business Change Management Requirements Definition & Management	Level 4 - REQM
	Development & Implementation – Systems Development Testing	Level 3 - TEST
	Delivery & Operation – Service Operation Application Support	Level 3 - ASUP

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	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<ul style="list-style-type: none"> 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 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 and Sub-Category	Level and Code	Level Descriptions
Development & Implementation Systems Development	Level 4 – PROG	PROGRAMMING/SOFTWARE DEVELOPMENT - 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.
Change & Transformation Business Change Management	Level 4 - REQM	REQUIREMENTS, DEFINITION & MANAGEMENT - 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.
Development & Implementation Systems Development	Level 3 - TEST	TESTING - 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.
Delivery & Operation Service Operation	Level 3 - ASUP	APPLICATION SUPPORT - Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.