

# Role Description

## Developer

Portfolio	Primary Industries and Regional Development
Agency	Department of Primary Industries and Regional Development
Group/Division/Branch	Enabling Services / Finance, Property, Procurement & Fleet
Location	Negotiable
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261312
PCAT Code	1119192
Date of Approval	May 2024 (updated November 2024)
Agency Website	<a href="http://www.dpiird.nsw.gov.au">www.dpiird.nsw.gov.au</a>

### Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Fisheries and Forestry; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

### Primary purpose of the role

The Developer contributes to the development of software, web, and multi-media applications to achieve business outcomes, and improves business efficiencies and processes through leveraging technology.

### Key accountabilities

- Manage and maintain the effective integration and support of legacy systems operated across the Division, including modernising current systems and preparing specialised code as required by the product definition to enable application development and integration.
- Utilise technical expertise to analyse system issues, develop code to support an integrated systems solution, and enhance the quality of the solution design.
- Manage the implementation, maintenance and ongoing development of appropriate architectures for the Department's supported corporate intranet, internet and web-based applications to deliver effective data security, availability, compliance, integrity and performance levels.
- Implement internet, intranet and web-based applications, including the publishing of information, system development and/or acquisition to ensure online corporate applications operate to satisfy Departmental requirements.
- Complete testing and gather feedback to improve the quality and reduce operational risk of the developed application and undertake post-release activities to develop a base of knowledge to be incorporated in future build and release cycles.

- Monitor and report on the performance of vendors to ensure delivery of services is in line with contractual obligations and performance metrics, liaising with procurement partners and BTS to advise on service issues.
- Provide client application support and problem resolution to minimise the impact of application related service outages.

## Key challenges

- Identifying opportunities to standardise, rationalise and simplify the application suite in line with business requirements.
- Balancing competing priorities across both operational and project workloads.
- Supporting the SQL backend servers architecture, to maintain and develop the output from the data warehouse.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, receive advice and instructions.</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Work collaboratively to contribute technical expertise to support the integration of new applications and the effective management of legacy systems</li> <li>• Participate in meetings to obtain the work group perspective and share information</li> <li>• In response to calls for local assistance, agree priorities and type of assistance possible.</li> </ul>
<b>External</b>	
Suppliers/Vendors	<ul style="list-style-type: none"> <li>• Escalate and follow-up issues to completion</li> <li>• Work collaboratively to deliver solutions to the business.</li> </ul>

## Role dimensions

### Decision making

- Has autonomy to set own workloads and priorities.
- Expertise is relied upon with regard to Vendor service provision, software applications, legacy system management and integration of system upgrades.

### Reporting line

Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## 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.

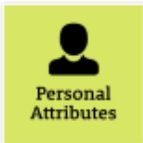

### Focus capabilities




*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.

### Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li><li>• Act professionally and support a culture of integrity</li><li>• Identify and explain ethical issues and set an example for others to follow</li><li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li><li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li></ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Tailor communication to diverse audiences</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li><li>• Share information across teams and units to enable informed decision making</li><li>• Write fluently in plain English and in a range of styles and formats</li><li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li></ul>	Adept

	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>• Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> <li>• Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate outcomes and adjust future plans accordingly</li> </ul>	Adept
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept










	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>Assess work outcomes and identify and share learnings to inform future actions</li> <li>Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>Exercise delegations responsibly</li> <li>Understand and apply high standards of financial probity with public monies and other resources</li> <li>Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>Conduct and report on quality control audits</li> <li>Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>	Intermediate


Occupation / profession specific focus capabilities			
Capability group/set	Category, Sub-category	Level and Code	Skill and Level Description
	<b>Service management</b> Service operation	Level 5 ASUP	<b>Applications support</b> Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Ensures that all requests for support are dealt with according to set standards and procedures.
	<b>Business change,</b> Business change management	Level 5 REQM	<b>Requirements definition and management</b> Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Ensures that all requests for support are dealt with according to set standards and procedures.

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Occupation / profession specific complementary capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Solution development and implementation, Systems development, Systems development management	Level 5 - DLMG
	Service management, Service design, Service level management	Level 4 - SLMO