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| **Role Description Fields** | **Details** |
| **Cluster** | **Planning, Housing and Infrastructure** |
| **Department/Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Corporate Services / Digital and Customer** |
| **Role number** | **51008464** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **261399** |
| **PCAT Code** | **1226492** |
| **Date of Approval** | **March 2023 (Library August 2023), September 2024** |
| **Agency Website** | **www.dpie.nsw.gov.au** |

# Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW.  To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

# Primary purpose of the role

The Senior Digital Application Developer works as a part of a multi-disciplinary project team, guiding the work of Application Developers on the development of web, intranet and web-services and multi-media applications that facilitate achievement of business outcomes or improve business efficiencies and processes through the leverage of technology.

# Key accountabilities

* Apply broad and thorough technical expertise to project needs to ensure optimal solutions are developed and delivered to meet customer needs.
* Utilise technical expertise in the requirements analysis phase to enhance the quality of the solution design.
* Design and execute acceptance testing to improve the quality and reduce operational risk of the developed application.
* Undertake implementation activities to bring developed application “live” in the production environment and in accordance with agreed project deliverables and timeline.
* Develop and maintain standard web templates for web and intranet.
* Ensure technical standards are maintained and adhered to, to ensure stable web environments.
* Ensure that business requirements/processes are reflected in web applications and user interfaces, and data models design within corporate standards.

# Key challenges

* Delivering quality services and balancing competing demands to ensure project objectives are achieved.
* Developing broader knowledge of platforms and technologies to enable development of more complex solutions.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise, receive guidance and instructions * Participate in meetings and discussions to share information and provide input and feedback * Identify sensitive issues, risk & opportunities and recommend potential solutions * Provide regular updates on key projects and priorities |
| Work team/other staff | * Support team members and work collaboratively to contribute to achieving business outcomes * Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice * Represent work group perspective and share information * Review work and proposals of team members |
| Clients/customers | * Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues * Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates * Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution |

# Role dimensions

## Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management to their manager.

This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

This role submits reports, business cases and other forms of written advice with minimal input from the manager.

## Reporting line

Principal Digital Application Developer

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in system analysis and design including in requirements gathering and documenting functional requirements, understanding business requirements/process, designing web applications, integration and user interfaces.
* Application development experience in one or more of SharePoint, Drupal or Sitecore, including complete web/intranet builds; development of complex modules and custom functionality; CMS implementation including workflows, version control and security/administration setup; content migration; and development of integrations, APIs and other web services.
* Demonstrated experience in technical support and maintenance of digital services, including triaging, analysis and troubleshooting of issues in a high-pressure environment; use of configuration and version management, continuous integration and continuous delivery/deployment tools; and use of project management tools like Jira/Confluence.
* Front-end development skills, including experience in building responsive UIs using industry-standard technologies, frameworks and code libraries.
* SQL database experience, including developing Views, Stored Procedures and Functions.

# Cyber Security

Cyber security forms an integral part of every employee’s role description and responsibilities. Individuals such as those with privileged access, application developers, risk owners, and system and application owners have additional responsibilities in securing the Department’s digital resources. As part of your role, you will be expected to undertake cyber security related activities to help contribute to the Department’s overall security posture.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Present with credibility, engage diverse audiences and test levels of understanding  Translate technical and complex information clearly and concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Contribute to and promote information sharing across the organisation  Manage complex communications that involve understanding and responding to multiple and divergent viewpoints  Explore creative ways to engage diverse audiences and communicate information  Adjust style and approach to optimise outcomes  Write fluently and persuasively in plain English and in a range of styles and formats | Advanced |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |

**Occupational Specific Focus Capabilities**

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
| ICT Capability set | Development and implementation / Systems development / Programming/software development (PROG) | * Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. * Contributes to the selection of the software development methods, tools and techniques. * Applies agreed standards and tools to achieve well-engineered outcomes. * Participates in reviews of own work and leads reviews of colleagues' work. | Level 4 |

# 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.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Adept |
|  | Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
|  | Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Adept |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Adept |
|  | Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  | Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
|  | Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  | Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |

**Occupational Specific Complimentary Capabilities**

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
| ICT Capability set | Software design (SWDN) | Specifying and designing software to meet defined requirements by following agreed design standards and principles. | Level 4 |
| ICT Capability set | Systems integration and build (SINT) | Planning, implementing and controlling activities to synthesise system components to create operational systems, products or services. | Level 4 |
| ICT Capability set | Application support (ASUP) | Delivering management, technical and administrative services to support and maintain live applications. | Level 4 |
| ICT Capability set | Requirements definition and management (REQM) | Managing requirements through the entire delivery and operational life cycle. | Level 4 |