**Role Description**

**Senior Application Developer (Salesforce)**

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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 Information Office / Business Application Management Services** |
| **Role number** | **TBC** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **261312** |
| **PCAT Code** | **1226492** |
| **Date of Approval** | **February 2023 (updated August 2024)** |
| **Agency Website** | **https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure** |

**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 Application Developer (Salesforce) works as a part of a multi-disciplinary team, as both a hands-on developer, and guiding the work of Application Developers, on the development of large and complex applications and web applications that facilitate achievement of business outcomes or improve business efficiencies through the use of process and technology.

**Key accountabilities**

* Provide technical consulting and subject matter expertise to technical solution projects, including pre-project to ensure risks, interdependencies and exceptions are identified, mitigated or escalated and solutions are formulated in alignment with DIO strategy and architecture
* Assume technical responsibility for all stages of the software development process to ensure compliance with application development standards and achievement of documented requirements
* Contribute to and guide innovation in DevOps practices and incorporate agile delivery approaches and technologies that assist with the development and delivery of high-quality software
* Apply technical expertise to enhance the quality of the solution design and provide technical input to innovation, research and development
* Undertake implementation activities to bring developed application “live” in the production environment and in accordance with agreed project deliverables and timeline
* The role works collaboratively with key stakeholders, vendor representatives, other IT teams / experts to deliver solutions in alignment with DIO strategy and proactively promote and foster relationships to provide internal and external stakeholders with streamlined and responsive service delivery.
* Provide on-going 3rd level support of developed applications to reduce the impact of application defects and related incidents.

**Key challenges**

* Balance competing demands to ensure application development objectives are achieved
* Developing broader knowledge of platforms and technologies to enable development of more complex solutions
* Liaising with vendors and internal stakeholders to provide a rigorous and stable environment Business Applications

**Key relationships**

**Internal**

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| --- | --- |
| **Who** | **Why** |
| 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.
* Provide expert customer focused advice, assistance and support.
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| Work Team | * 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.
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| Customer | * 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
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**External**

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| --- | --- |
| **Who** | **Why** |
| Vendors / Suppliers | * Develop and maintain effective working relationships.
* Monitor provision of service to ensure compliance with contracts and service arrangements.
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**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**

Manager, Application Development & Support

**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.
* Demonstrated proficiency in languages and tools relevant for the specific role:
* XML, VB.NET, .NET, PHP, Java and Web Services
* strong MS-SQL database and TSQL knowledge, skills and experience including performance tuning of SQL queries both implicit and EF generated
* Apex, Apex Classes, Apex Triggers and Communities
* Aura, LWC and Custom Lightning Components
* Bitbucket, ANT, GearSet
* Azure DevOps, Jira, Confluence
* Data Visualisation Tooling (PowerBI, QlikView etc)

**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**

1. *Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.
2. 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 | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practicesLook for and take advantage of opportunities to learn new skills and develop strengthsShow commitment to achieving challenging goalsExamine and reflect on own performanceSeek and respond positively to constructive feedback and guidanceDemonstrate and maintain a high level of personal motivation | Adept |
| relationships | **Work Collaboratively**Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaborationBuild cooperation and overcome barriers to information sharing and communication across teams and unitsShare lessons learned across teams and unitsIdentify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to workActively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| results | **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 evidenceAnticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experienceApply creative-thinking techniques to generate new ideas and options to address issues and improve the user experienceSeek contributions and ideas from people with diverse backgrounds and experienceParticipate in and contribute to team or unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness | Adept |
| business-enablers | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Identify opportunities to use a broad range of technologies to collaborateMonitor compliance with cyber security and the use of technology policiesIdentify ways to maximise the value of available technology to achieve business strategies and outcomesMonitor 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 | Delivery and operation / Technology management / Application support (ASUP) | * Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
* Uses application management software and tools to investigate issues, collect performance statistics and create reports.
 | Level 4 |
| ICT Capability set | Change and transformation / Change analysis / Requirements definition and management (REQM) | * Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
* Contributes to selecting the requirements approach.
* Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
* Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.
 | Level 4 |
| ICT Capability set | Development and implementation / Systems development / Systems integration and build (SINT) | * Provides technical expertise to enable the configuration of system components and equipment for systems testing.
* Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured.
* Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system.
* Recommends and implements improvements to processes and tools.
 | Level 4 |
| ICT Capability set | Development and implementation / Systems development / Programming/software development (PROG) | Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts.Applies agreed standards and tools to achieve a well-engineered result.Monitors and reports on progress. Identifies issues related to software development activities. Proposes practical solutions to resolve issues.* Collaborates in reviews of work with others as appropriate.
 | Level 3 |

**Complementary capabilities**

1. *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.
2. 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 | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Adept |

**Occupational Specific Complimentary Capabilities**

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| ICT Capability set | Software design (SWDN) | Specifying and designing software to meet defined requirements by following agreed design standards and principles. | Level 3 |