POSITION DESCRIPTION – TEAM MEMBER

Position Title	Application Developer	Department	Information Technology
Location	Melbourne or Sydney	Direct/Indirect Reports	N/A
Reports to	Chapter Lead	Date Revised	October 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	**Job Evaluation No:**	HRC0008383

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The purpose of the Application Developer role is to create, develop and support software applications and components that facilitate the achievement of business and client outcomes through the use of process and technology.

The position will need to engage effectively with internal and external stakeholders in the determination of application and component requirements to ensure that solutions and software applications are both fit for purpose and fit for use. This position will also coordinate with the chapter lead, other squad/chapter members and product owners to ensure appropriate testing, training and rollout of solutions.

■ Position Responsibilities

Key Responsibilities

- Monitor, troubleshoot and resolve requests logged and backlog items, as well as perform root cause analysis of issues including fixing bugs and defects found in designated products
- Resolve issues in a timely manner in accordance with defined SLAs
- Initiate, plan and execute application maintenance and upgrades
- Implement appropriate monitoring, logging and reporting mechanisms in order to pro-actively identify application issues
- Work closely with their squad and external stakeholders in the determination of application requirements to ensure the solution is fit for purpose
- Undertake analysis and development of applications and code in line with ARC development standards and enterprise/solution architecture to deliver new features and functionality
- Assist in development of user stories, design and technical documentation
- Manage unit testing and integration testing and contribute to strategies to address / correct findings
- Coordinate the release process between non-production environments, as per the platform standard
- Ensure all production changes are performed in accordance with Australian Red Cross Change Management Policy
- Assist the Product Owner and Chapter Lead with identifying opportunities for service improvements

Position description
Template authorised by: Janice Murphy, National Recruitment Manager

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■ Position Selection Criteria

Technical Competencies

- Application configuration and support of two or more of the following platforms:
  - ServiceNow
  - SharePoint Online
  - Microsoft SQL Server
  - Dell Boomi
  - Pentaho
  - Pivotal
  - Technology One
- Experience software coding and customisation including, but not limited to: screen tailoring, workflow administration, report setup, data imports, integration, scripting, third party software integrations, custom application development and testing in relation to the listed platforms
- Demonstrated ability to analyse problems, writing clean, scalable, readable and maintainable code
- Possess an advanced knowledge of application development and design methodologies
- Development experience in at least two programming languages e.g. C#, Java, JavaScript, , etc.
- Working experience within an agile environment, preferably Scrum
- Familiar with source control systems such as GIT
- Experience working with CI/CD toolset
- Proven ability to translate business requirements into practical solutions
- Strong analytical, technical problem solving, organisation and communication skills
- Track record of successful performance in an intense and dynamic environment while working to deadlines
- Demonstrated ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities
- Ability to elicit cooperation from a wide variety of sources, including upper management, customers and other service departments.
- Experience in building integrations utilizing infrastructure platform APIs via SOAP and/or REST APIs

Qualifications/Licenses

- Formal qualifications in Information Technology or equivalent experience
- ITIL Fundamentals

Behavioral Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements

- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements

- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters