

SENIOR SOFTWARE DEVELOPER (CHATBOT)

DEPARTMENT/UNIT	Digital Transformation
FACULTY/DIVISION	Office of the Chief Digital and Student Services Officer
CLASSIFICATION	HEW Level 8
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

eSolutions and Student Services leads the provision and delivery of IT solutions and student services to the Monash University community across domestic and international campuses and entities. As leaders in innovation, we recognised the value of bringing together the IT and student services functions to combine technological, cultural and service reform to continuously evolve and support the student journey and experience for our staff, students, researchers and alumni.

In **eSolutions and Student Services**, we work to enable the University's strategic plan, Impact 2030, by equipping the University with progressive and innovative IT and student services solutions that strengthen its standing as a truly progressive and modern university delivering excellent research and education with a significant global impact. We are customer focused in the design and delivery of flexible, responsive and innovative solutions in an agile environment. For more information on the work that we do, please visit our [website](#).

POSITION PURPOSE

The Senior Software Developer is responsible for a range of quality software development and construction practices to support the Virtual Assistant program. This includes providing technical leadership and solutions designs across the testing, development and maintenance of applications software. The position works closely with the development team, content writers, conversational

designers, users, business analysts, project managers and testing staff to deliver well-engineered applications that meet business requirements and satisfy stakeholder needs.

The Senior Software Developer also contributes to the strengthening of capability and embedding of best practice software development within the CIO Portfolio by influencing approaches and work practices and encouraging adoption of recognised models.

Reporting Line: The position reports to the DevOps Technical Lead under broad direction with a considerable degree of autonomy

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Contribute to strategic planning and the establishment of new or improved organisational policies, standards, and guidelines for software development
2. Manage and take accountability for all stages and iterations of software development including: planning and driving software construction activities, adopting and adapting appropriate software development methods, ensuring that requests for support are dealt with in accordance with agreed procedures, using application management software and tools to investigate issues
3. Provide specialist advice and guidance to less experienced team members, leading reviews of the work of others and providing subject matter expertise to projects
4. Manage testing programs, which may include: reviewing requirements and specifications, defining test conditions and designing test cases and scripts under own direction, mapping back to determined criteria, recording analysing and reporting test activities and outcomes, identifying and reporting on issues and risks
5. Apply data analysis, design, modelling and quality assurance techniques, based on a detailed understanding of business processes, to establish, modify or maintain data structures and associated components including advising database designers and application development teams on details and modifications
6. Undertake complete design of moderately complex software applications or components of larger software systems, applying agreed standards, patterns and tools and specifying user and/or system interfaces
7. Manage overall user experience design by: specifying appropriate tools, methods and design patterns to develop and design users' digital and off-line tasks, interactions and interfaces; translating concepts into outputs and prototypes and capturing feedback to improve designs and evaluating alternative designs taking into account performance, usability and accessibility requirement; interpreting and following visual design and branding guidelines to create consistent and impactful user experience
8. Develop and maintain strong partnerships with other relevant business units, internal and external stakeholders including effective management of client relationships with respect to user experience and testing matters
9. Assess, analyse, develop, document and implement changes based on change requests and in accordance with change control procedures
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications or progress towards postgraduate qualifications in computer science or software engineering, ITIL Foundation certification and extensive relevant experience; or
 - extensive experience and management expertise; or
 - an equivalent combination of relevant experience and/or education/ training.

Knowledge and Skills

2. Substantial experience in the delivery of quality software development and construction practices, including application development, identification of test needs, testing and testing techniques, web development tools, configuration/release management, coding standards, code reuse and documentation
3. Advanced skills in core technologies and one or more core programming languages including Javascript and React.js coupled with a strong working knowledge of Agile methodologies, cloud based services, SQL
4. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
5. Highly developed relationship management and consulting skills, including the ability to mentor, influence and negotiate with a variety of customers and stakeholders
6. Excellent analytical and evaluation skills including demonstrated experience in problem solving and trouble-shooting in a test environment
7. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively translate and present complex information
8. Ability to quickly understand business requirements and translate these into well-engineered programs

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- This position will require a successful National Police Record check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.