Software Developer

Department for Child Protection

Nurturing happy, healthy kids so they can grow up safe and reach their full potential.

CLASSIFICATION:	**ASO5**	**DIRECTORATE:**	**ICT**
REPORTS TO:	**Applications Development Team Lead**	**FTE:**	**1.0**
ROLES REPORTING TO THIS ROLE:	**Nil**		

ABOUT THIS ROLE:

The Software Developer is a role within the Department for Child Protection (DCP) and is accountable to the Applications Development Team Lead for components of the application development process including analysis, design, coding, testing, implementation, maintenance and post implementation review. The role contributes as a member of a multi-disciplinary team to the development, support and maintenance of the department's Connected Client & Case Management System (C3MS). The role develops, maintains, tests and supports software solutions using Oracle PeopleSoft CRM, PeopleTools and related software development technologies and frameworks, applying established software development standards, practices and methodologies.

YOU WILL BE ADDING VALUE BY:

1. Contribute to the analysis, design, development, testing, implementation, maintenance and support of C3MS and associated software applications.
2. Undertake technical analysis, software design, coding, and implementation activities based on approved business and technical specifications.
3. Identify, investigate and address complex issues or problems associated with systems and software, reporting on progress to the Applications Development Team Lead.
4. Contribute to keeping relevant stakeholders informed of software issues, risks, progress and outcomes.
5. Develop, implement and maintain software components and prepare or assist in the preparation of technical and user documentation where appropriate.
6. Provide high quality technical advice to ICT staff, business users and project teams regarding software solutions and application functionality.
7. Apply demonstrated knowledge and practical experience in Oracle PeopleSoft CRM and PeopleTools technologies, including PeopleCode, Application Engine, Application Packages, and related development technologies.
8. Participate in software testing, debugging, defect resolution, root cause analysis and production support activities.
9. Apply software engineering and software design principles to deliver secure, maintainable and supportable software solutions.
10. Develop and support web services, APIs, integrations and related software components used within the DCP application environment.
11. Contribute to the continuous improvement of software solutions, development processes and service delivery practices.
12. Participate in peer group reviews and quality assurance procedures.
13. Build and maintain effective relationships with team members, ICT staff, and internal and external stakeholders, coordinating activities where required.
14. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
15. Contribute to maintaining a safe and heathy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Applications Development Team Lead and team members
- Chief Information Officer and ICT senior leadership team
- ICT colleagues incl. business and data analysts, project and change managers, security and infrastructure.
- Internal and external agency technical staff
- DCP business staff
- Other government departments involved in IT management

QUALIFICATIONS

Essential:

- Nil

Desirable:

- Degree in Computer Science or similar

YOUR CAPABILITIES:

- Well-developed verbal and written communication skills, including the ability to communicate technical information to both technical and non-technical audiences.
- Demonstrated ability to work collaboratively within a multidisciplinary ICT team and incorporate stakeholder feedback to continually improve solutions and services.
- Demonstrated experience in the analysis, development, testing, implementation, maintenance and support of enterprise business applications.
- Demonstrated commercial experience developing, maintaining and supporting software Oracle PeopleSoft CRM solutions using Oracle PeopleTools technologies.
- Demonstrated knowledge and practical experience with Oracle PeopleTools including PeopleCode, Application Designer, Application Engine, Application Packages and related development tools.
- Demonstrated experience in software development practices including coding, testing, debugging, troubleshooting and application support within complex enterprise application environments.
- Demonstrated experience with contemporary software development technologies, development frameworks, databases or web technologies relevant to enterprise application development.
- Ability to operate in a complex and rapidly changing environment and make appropriate decisions in tight timeframes.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Applications Development Team Lead.

- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012.*

- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.

YOU WILL CONTRIBUTE TO

OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.

OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.

Leaders in practice excellence
Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.

Closing the Gap
We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.

A child protection system that meets the needs of children and young people
We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.

A thriving workforce
We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.

Active and collaborative partnerships
We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.

Working alongside carers
We respect and value carers as vital partners in keeping children and young people safe and well.

Quality services and safeguarding
We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Software Developer will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Enable

Autonomy	• Works under general direction within a clear framework of accountability. • Exercises substantial personal responsibility and autonomy. • Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work. • Escalates when issues fall outside their framework of accountability. • Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.
Influence	• Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. • Contributes technical expertise as part of a multidisciplinary delivery team. • Works collaboratively with stakeholders and team members to support delivery outcomes. • Works collaboratively with colleagues and stakeholders to support the delivery of software solutions. • Participates in external activities related to own specialism.
Complexity	• Work includes a broad range of complex technical or professional activities, in a variety of contexts. • Investigates, defines and resolves complex issues. • Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.
Business skills	• Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners. • Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. • Demonstrates an awareness of risk and takes an analytical approach to work. • Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. • Contributes specialist expertise to requirements definition in support of proposals. • Shares knowledge and experience in own specialism to help others. • Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others. • Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary.
Knowledge	• Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. • Has gained a thorough knowledge of the domain of the organisation. • Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. • Rapidly absorbs and critically assesses new information and applies it effectively.

SFIA Professional Skills:

Change & Transformation	
Business situation analysis (BUSA)	Investigating business situations to define recommendations for improvement action.

Development and Implementation	
Software design (SWDN)	Specifying and designing software to meet defined requirements by following agreed design standards and principles.
Programming / Software Development (PROG)	Developing, testing, debugging, documenting, implementing and maintaining software components and applications in accordance with agreed standards and development practices.
Testing (TEST)	Investigating products, systems and services to assess behaviour and whether this meets specified or unspecified requirements and characteristics.
Application Support (ASUP)	Maintaining, troubleshooting and supporting operational business applications.
Content authoring (INCA)	Planning, designing and creating textual information, supported where necessary by graphical content.
Knowledge management (KNOW)	Managing vital knowledge to create value for the organisation.

Relationships & Engagement	
Stakeholder Relationship Management (RLMT)	Influencing stakeholder attitudes, decisions, and actions for mutual benefit.

Delivery and Operation	
Incident Management (USUP)	Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.
Problem Management (PBMG)	Managing the life cycle of all problems that have occurred or could occur in delivering a service.
Change Control (CHMG)	Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated.

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