Senior PeopleSoft Developer

Department for Child Protection

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

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

ABOUT THIS ROLE:

The Senior PeopleSoft Developer is a specialist role within the Department for Child Protection (DCP), accountable to the Applications Development Team Lead for the design, development, configuration, integration, testing, deployment and support of complex PeopleSoft application solutions. This includes the Connected Client Case Management System (C3MS), DCP's core departmental case management system for recording and managing client information. Working under broad direction, the role exercises significant technical judgement, leads complex development activities and provides expert advice to ensure C3MS and other PeopleSoft solutions are secure, reliable, maintainable and aligned with business requirements, enterprise architecture, technical standards and departmental objectives.

YOU WILL BE ADDING VALUE BY:

1. Leading the analysis, estimation, design, development, configuration, testing, implementation and support of significant and complex PeopleSoft solutions, with a particular focus on C3MS and its application components, batch processes, integrations, reports and customisations.
2. Designing and developing secure, supportable and maintainable solutions using PeopleTools, Application Designer, PeopleCode, Application Engine, and Component Interfaces.
3. Providing expert technical advice, evaluating solution options and translating complex functional and non-functional requirements into technical designs, specifications and implementation approaches.
4. Designing, developing and supporting integrations between PeopleSoft and internal or external systems using Integration Broker, REST API, Component Interfaces, file-based interfaces and other approved technologies.
5. Developing and optimising SQL, data models, queries and PeopleSoft database components, and resolving complex application, database, integration, data quality and performance issues.
6. Developing and supporting PeopleSoft reporting solutions using Query Manager, BI Publisher and related reporting tools, ensuring that information is accurate, appropriately secured and suitable for business use.
7. Coordinating the controlled migration, deployment and validation of PeopleSoft changes across environments, applying source control, change, release and deployment practices.
8. Establishing and promoting development, configuration, security, testing and documentation standards; leading technical and peer reviews; and managing technical quality and delivery risks.
9. Collaborating with business and technical stakeholders to plan and deliver significant work packages, resolve complex issues, and provide technical guidance, coaching and knowledge transfer.
10. Contributing to a safe and healthy work environment by identifying and reporting incidents, hazards and injuries in accordance with DCP policies and procedures and complying with reasonable work health and safety instructions.

WHO YOU WILL WORK WITH:

Internal

- Applications Development Team Lead
- Senior Manager, Business Engagement & Solutions Development
- Chief Information Officer and ICT leadership
- Software developers and application support staff
- Architecture, business engagement, cyber security, infrastructure, data, testing, release and service management teams
- Business stakeholders, product and system owners, subject matter experts and project teams

External

- Oracle, PeopleSoft and other technology vendors
- Managed service providers, specialist ICT contractors and external system providers
- Justice Technology Services and other Justice portfolio agencies
- Other South Australian Government agencies and whole-of-government ICT, digital, cyber security and assurance service providers

QUALIFICATIONS

Essential:

- Nil

Desirable:

- Tertiary qualification in information technology, computer science, software engineering, information systems or a related discipline.
- Relevant PeopleSoft certifications.
- Certification or training in DevOps, Agile delivery, secure software development, and SDLC.
- ITIL or equivalent service management knowledge or certification.

YOUR CAPABILITIES:

- Demonstrated expert capability in developing and supporting complex PeopleSoft enterprise applications using PeopleTools, Application Designer, PeopleCode, Application Engine, and Component Interfaces.
- Extensive knowledge of PeopleSoft application architecture, modules, business processes, configuration, customisation, development standards and security controls.
- Demonstrated ability to lead the technical analysis, design, development, testing, deployment and support of significant PeopleSoft solutions under broad direction.
- Strong SQL and relational database skills, including data analysis, data modelling, PeopleSoft database structures, query optimisation and performance tuning.
- Proven ability to exercise significant technical judgement, assess risks and options, and resolve complex applications, integration, data, security and performance issues.
- Demonstrated capability in secure software design, configuration management, quality assurance, source control, release and change management, and automated deployment practices.
- Highly developed communication, consultation and collaboration skills, including the ability to provide expert advice, prepare clear technical documentation, lead technical reviews and develop the capability of others.
- Demonstrated knowledge of and commitment to creating a safe, respectful and inclusive work environment, meeting the legislative requirements of Equal Opportunity and Work Health and Safety legislation, and undertaking other responsibilities consistent with the classification level as assigned by the Line Manager and/or the Department.

OUR COLLECTIVE RESPONSIBILITIES	SPECIAL CONDITIONS
• 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. • 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 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. • 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 Senior PeopleSoft Developer will demonstrate the following business and professional competencies, derived from the ICT Skills Framework and applied at SFIA Level 5. The primary SFIA professional skills for the role are Programming/software development, Software configuration and Software design.

SFIA Business Skills: Ensure, Advise

Autonomy	• Works under broad direction and is fully accountable for meeting allocated technical and professional objectives. • Initiates, plans and monitors significant PeopleSoft development activities to meet agreed time, quality, security and operational requirements. • Exercises significant technical judgement within established architecture, policy, security and governance frameworks.

Influence	• Influences business and ICT stakeholders, project teams, suppliers and technical specialists regarding PeopleSoft solution design and delivery. • Makes decisions that affect the quality, security, maintainability, performance and supportability of C3MS and other PeopleSoft solutions. • Builds effective relationships, facilitates collaboration and provides expert advice, technical guidance and coaching.
Complexity	• Undertakes a broad range of complex technical and professional activities in varied and sometimes unpredictable contexts. • Investigates and resolves complex application, integration, database, reporting, security, performance and data issues. • Evaluates competing requirements, dependencies, risks and technical constraints to develop sustainable solutions.
Business skills	• Analyses complex requirements and advises on scope, options, constraints, risks and opportunities for improvement. • Selects and applies appropriate standards, methods, tools and lifecycle practices. • Communicates complex information clearly and produces high-quality technical designs, specifications and operational documentation. • Promotes quality, secure development, knowledge sharing and continual improvement. • Maintains and develops specialist PeopleSoft and software engineering capability.
Knowledge	• Has comprehensive and specialised knowledge of PeopleSoft development, design, configuration, integration, databases and enterprise application delivery. • Applies detailed knowledge of PeopleTools, Application Designer, PeopleCode, Application Engine, Component Interfaces, Integration Broker and related technologies. • Understands C3MS business processes and DCP architecture, security, development and operational requirements. • Critically assesses new technical information and applies it effectively in complex or unfamiliar situations.

SFIA Professional Skills: For this role, the primary SFIA professional skills are Programming/software development (PROG), Software configuration (PORT) and Software design (SWDN). Supporting skills reflect the role's responsibilities for requirements analysis, PeopleSoft integration, database and reporting development, testing, controlled deployment, application support, problem resolution and stakeholder engagement.

Strategy & Architecture	
Risk management (BURM)	Identifying, assessing and managing technical, security, privacy, data, operational and delivery risks associated with C3MS and other PeopleSoft application solutions.
Change and Transformation	
Requirements definition and management (REQM)	Defining, analysing, validating, prioritising and maintaining traceability of functional, technical, data, integration, security and non-functional requirements for PeopleSoft solutions.
Development and Implementation	
Software design (SWDN)	Specifying and designing PeopleSoft application components, integrations, reports and data solutions to meet agreed requirements in accordance with architecture, security, development standards and software design principles
Programming/software development (PROG)	Designing, coding, verifying, testing, documenting, maintaining and refactoring complex PeopleSoft software using PeopleTools, Application Designer, PeopleCode, Application Engine, Component Interfaces, SQL and related development technologies.

Software configuration (PORT)	Designing, applying and maintaining PeopleSoft application and software configurations to meet business and operational requirements while minimising unnecessary customisation.
Systems integration and build (SINT)	Integrating C3MS and other PeopleSoft applications with internal and external systems using Integration Broker, REST and SOAP web services, APIs, Component Interfaces, file-based interfaces and other approved integration technologies
Data modelling and design (DTAN)	Developing and maintaining data models and database structures that support PeopleSoft application, integration, reporting and information management requirements.
Testing (TEST)	Designing and performing tests to verify that PeopleSoft applications, configurations, integrations, reports and data changes meet specified functional, technical, security, performance and quality requirements.
Quality assurance (QUAS)	Applying quality standards, technical reviews and assurance practices to confirm that PeopleSoft development and configuration activities comply with agreed processes, standards and controls.
Configuration management (CFMG)	Planning and controlling the identification, versioning, status and integrity of PeopleSoft software components, configurations, technical artefacts and related changes across environments.
Configuration management (CFMG)	Planning, coordinating and implementing the controlled release and deployment of new or changed PeopleSoft components and configurations across development, test and production environments.
Release and deployment (RELM)	Planning, coordinating and implementing the controlled release and deployment of new or changed PeopleSoft components and configurations across development, test and production environments.
Delivery and Operation	
Application Support (ASUP)	Providing specialist support for C3MS and other PeopleSoft applications by investigating faults, resolving complex application and data issues, restoring services and maintaining effective support information.
Incident Management (USUP)	Providing technical expertise in the response to significant or complex PeopleSoft incidents to minimise disruption and support timely restoration of business services.
Problem Management (PBMG)	Investigating the underlying causes of recurring or significant PeopleSoft application, integration, database, reporting and performance issues and implementing sustainable corrective and preventative actions.
Change control (CHMG)	Assessing and controlling changes to PeopleSoft applications and environments to ensure that risks, dependencies, approvals, testing, implementation and rollback arrangements are appropriately managed.
Service acceptance (SEAC)	Confirming that new and changed PeopleSoft solutions meet agreed operational, security, support, documentation and acceptance requirements before production use.
Relationship and Engagement	
Stakeholder relationship management (RLMT	Building and maintaining effective relationships with business and ICT stakeholders to understand needs, influence technical decisions and ensure PeopleSoft solutions support departmental priorities.

Consultancy (CNSL)	Providing authoritative specialist advice on PeopleSoft design, development, configuration, integration, technical risk, delivery options and operational support.

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