POSITION DESCRIPTION

Developer

Position Level	Level 6
Faculty/Division	Division of Operations
Position Number	ADMIN ONLY
Original document creation	August 2020

Position Summary

The role of Developer requires demonstrating solution development best practice including using contemporary rapid applications and technical infrastructure development methodologies such as iterative and agile software development. The Developer will be required to leverage the out of the box capabilities and develop custom solutions for their specialist area, (on premise and online) suite as much as possible and associated software to deliver a wide variety of solutions to customers across UNSW. This role will work closely with the other Senior Developers within the team and seek guidance and support as required from the Team Leader or Lead Developer.

The role of Developer reports to the Team Leader within the Sub Domain and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Analyse, coordinate and document requirements of users from support requests raised and escalate complex technical requests to Team Leader or Lead Developer as required.

- Design/Implement and configure IT solutions on relevant Solution platforms including applications and technical infrastructure.

- Support the review and delivery of solutions using an Agile/Scrum/Test Driven Development approach with guidance from Team Leader or Lead Developer as required.

- Perform and maintain unit/system/acceptance test cases to validate delivered solutions.

- Coordinate and test solutions implemented on the platform, and work with Testing and Analysis colleagues in agile delivery.

- Engage and collaborate with the relevant technical staff members in UNSW IT to support environments, deployments and tenancy administration activities.

- Escalate complex development issues to the Team Leader or Leader Developer as required.

- Provide effective customer service through responding to customer requests in a timely and efficient manner, and understanding and delivering on customer needs.

- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct.](#)

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- At least 3 years' relevant experience implementing solutions using various IT solutions platforms.

- Ability to apply analytical skill and conceptual thinking to the analysis, design and implementation of solutions.

- Experience with performing and maintaining test cases.

- Advanced interpersonal skills, and proven ability to establish effective relationships with fellow IT colleagues and customers.

- Excellent time management skills, with a demonstrated ability to respond to changing priorities, and meet competing deadlines by using judgement and initiative.

- Ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

- Demonstrated experience providing effective customer service and support to clients at all levels, including a professional attitude to the delivery of high-quality customer outcomes.

- Experience or exposure to working with Agile delivery methodologies is desirable.

- Experience or exposure to using a delivery management tool (e.g. JIRA or MS Team Foundation Server) is desirable.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.

- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.