

# Role Description

## Developer



Customer  
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261312
PCAT Code	1226492
Date of Approval	August 2019

### Primary purpose of the role

Contributes to the planning, design, creation, amendment, verification, testing and documentation of new and amended integration, software, web, and multi-media applications that facilitates the achievement of business outcomes and improves business efficiencies and processes through the leverage of technology to specified standards and procedures.

### Key accountabilities

- Prepare specialised, quality code that complies with specifications and standards, as required by the user stories (requirements) and aligned to product design to enable on time application development.
- Collaborate with others to review specifications and use agreed specifications, and correct standards and tools applying security standards, best practice methodologies and industry recognised standards, processes and systems to design, code, test and document programs or scripts of medium to high complexity
- Complete unit/system testing and gather feedback to improve quality and reduce operational risk of the developed application, ensuring risks are adequately understood, documented and mitigated
- Undertake post release activities to develop a base of knowledge to be incorporated in future build and release cycles in compliance with release and change management processes
- Provide 3rd level application support and problem resolution to minimise the impact of application related service outages including identifying, locating and competently fixing faults; complying with incident and problem management processes
- Translate user stories and propose development approaches or services to meet needs engaging in meaningful interactions and relationships with users and working collaboratively with Analysts and Testers, contributing to the Agile practice for Development user stories and test scenarios, to ensure an effective delivery system
- Contribute technical expertise to user stories analysis to enhance the quality of the solution design for new or existing products
- Identify and explore opportunities for service and business improvement including analysis and response to customer feedback and insights and contribute to ongoing improvements to products and service delivery; recognising the potential for automation of processes

## Key challenges

- Providing high quality development services given tight timeframes
- Responding to requests for information and advice while balancing competing demands to ensure project objectives are achieved
- Providing, concise advice and determinations in a dynamic and complex working environment where user needs may be in conflict with their desires

## Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"><li>• Escalate issues with potential solutions, keep informed, advise and receive instructions</li><li>• Participate in meetings and discussions to share information and provide input and feedback</li></ul>
Work team	<ul style="list-style-type: none"><li>• Contribute in meetings to obtain the work group perspective and share information</li><li>• Work collaboratively to contribute to achieving the team's business outcomes</li></ul>
Customers/Stakeholders	<ul style="list-style-type: none"><li>• Resolve and provide solutions to issues</li></ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting line

Principal Product Owner or Business Unit Manager

### Direct reports

This role has no direct reports

### Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements

Nil

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and



business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
	 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

## Occupation specific capability set



### Development and Implementation, Systems Development, Programming/software development

The planning, designing, creation, amending, verification, testing and documentation of new and amended software components in order to deliver agreed value to stakeholders. The identification, creation and application of agreed software development and security standards and processes. Adopting and adapting software development lifecycle models based on the context of the work and selecting

- Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/ scripts.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in reviews of work with others as appropriate

Level 3, PROG

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appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches

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**Development and Implementation, Installation and integration, Systems integration and build**

The planning, implementation and control of activities to integrate/build components, subsystems and interfaces to create operational systems, products or services for delivery to customers, or for internal or interim purposes such as testing. The development of organisational capabilities for systems integration and build including automation and continuous integration

- Defines the software modules needed for an integration build and produces a build definition for each generation of the software.
- Accepts completed software modules, ensuring that they meet defined criteria.
- Produces software builds from software source code for loading onto target hardware.
- onfigures the hardware and software environment as required by the system being integrated.
- reduces integration test specifications, conducts tests and records and reports on outcomes.
- Diagnoses faults and records and reports on the results of tests.
- Produces system integration reports

Level 3, SINT

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**Delivery and operations, Service operation, Application support**

The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or sitespecific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database


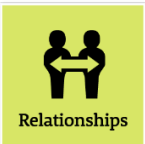


- Identifies and resolves issues with applications, following agreed procedures.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks

Level 3, ASUP

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate