



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Web Applications Developer

Level

5

Position Number

34701, 37656, 37657
(Nominated)

Division/Directorate

Information Management & Operational Systems

Branch/Section

Applications Development & Support

Effective Date

March 2026

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Application Development Team Leader, Level 6

Subordinates: No Direct Reports

Key role of this position

Provides technology leadership and participates in the planning and management of software design, development, implementation and support of information systems to the Public Transport Authority's (PTA) standards of quality.

Core duties and responsibilities

Leadership

- Provides direction, guidance and technical expertise to others.
- Leads the gathering and translation of user requirements for information systems.
- Leads the development of standard practices and develops solutions accordingly.

Business Improvement

- Analyses performance and availability of information systems, identifies problem areas, proposes and implements solutions to enhance these IT Systems and Services.
- Ensures knowledge sharing is embraced and practiced within the team.
- Ensures system designs and enhancements are aligned with business requirements.
- Translates user requirements for information systems into design specifications.

Operational Effectiveness

- Manages own performance, ensuring the service provided is as per the PTA's requirements.
- Ensures that complete documentation is developed and maintained for information systems.
- Contributes towards the review of working practices, system improvements and guidance documents.
- Contributes to the preparation, testing and improvement of continuity plans.
- Leads team collaboration and development activities.

Service Delivery

- Promotes the use and acceptance of the PTA's IT Service Management processes and practices.
- Works in accordance with the Service Level Agreements and Operational Level Agreements.
- Develops and sustains strong effective working relationships with colleagues, customers and clients.

Project Delivery & Support

- Provides input into the preparation of business cases and other project documentation for new technology systems or improvements to current systems.
- Provides technical expertise on the PTA's technology projects as required.

Other Duties

- Represents the Branch and/or manager at meetings as required.
- Carries out as required, such tasks and functions that are within the capabilities of the employee's skills, competence and training.
- Other duties as directed.

SELECTION CRITERIA

1. Core Competencies

- Considerable progress toward or possession of an information technology related qualification or considerable recent experience in a technology role.
- Significant experience in systems support and development.
- Significant programming experience in a modern IT environment.
- Considerable knowledge and experience of Rapid Applications Development techniques.
- Considerable knowledge and experience of contemporary and relevant web development tools, products and methodologies.
- Considerable experience of IT Service Management processes and practices.
- Considerable experience working with an Enterprise CMS

2. Communication and Interpersonal

- Well-developed communication skills (written, oral and interpersonal) including the ability to develop a rapport with internal and external stakeholders.
- Proven ability to work in customer focused support and development team.

3. Conceptual, Analytical and Problem Solving

- Well-developed conceptual and analytical skills, including the ability to analyse information and data and provide reports relating to the findings.

4. Organisation

- Well-developed organisational skills, including the ability to achieve agreed targets and timelines through effective time management and the ability to work autonomously.

5. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Able to occasionally work extended and unsociable hours, including callouts, travel and stay away from home station, sometimes at short notice.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date