

POSITION DETAILS

Position Title

Senior Solutions Developer

Position Number

13864

Classification Level

Level 5

Award/Agreement

Public Service Award 1992 /
Public Service and Government Officers CSA
General Agreement 2017

Division/Directorate

Corporate Services

Branch/Section

Digital and Technology Services

Physical Location

140 William Street, Perth

Effective Date

28/06/2018

Employment Type

Permanent

Full time

REPORTING RELATIONSHIPS

Position reports to

13863 – Manager Business Solutions – Level 7

Positions reporting to this position

Nil

PURPOSE OF THE POSITION

This position is responsible for:

- Delivering Business Systems outcomes and services;
- Coordinates the use of and administers activities and practices of business systems across the department;
- Assisting with the strategic and operational planning for and performance evaluation of the line of business systems; and
- Providing advice to clients and stakeholders on matters relevant to line of business systems.



ABOUT THE DEPARTMENT

The Department of Local Government, Sport and Cultural Industries facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

MISSION

Enlivened and successful communities and economy

VISION

To facilitate lively communities and economy and the offering of outstanding and inclusive sporting and cultural experiences

VALUES

**Vision
Excellence
Diversity
Leadership
Integrity**

DLGSC Objectives

- To partner with local government to deliver good governance to community
- To promote participation and achievement in sport, recreation, culture and arts
- To support and grow the cultural industries
- To promote the benefits of cultural diversity and social inclusion
- To provide opportunities in the hospitality sector by reducing red tape on the liquor and gambling industries
- To celebrate Aboriginal culture and preserve history and traditions

DLGSC Approach

We will achieve this by:

- Working collaboratively across other State Government departments
- Creating synergies and find efficiencies in business functions
- Responding proactively to State Government imperatives such as election commitments and stated strategic priorities
- Contributing to the achievement of Government targets
- Community focussed engagement and partnerships

DUTIES OF THE POSITION

This section outlines the results and outcomes required of an individual in this position.

1. Administration

- 1.1 Plans, coordinates and delivers activities in accordance with relevant legislation, policies, standards, plans and budget to provide a corporate support function in internal business systems.
- 1.2 Develops and maintains systems, policies, procedures and resources necessary for service delivery.
- 1.3 Advises system/services users on performance of their activities.
- 1.4 Assists with the development and implementation of strategic or operational plans, Business Systems activities and services.

2. Research

- 2.1 Plans, coordinates and undertakes research activities to develop evidence based responses and recommendations to support development, implementation and evaluation of Business Systems or issue resolution.
- 2.2 Reviews effectiveness of Business Systems activities identifying opportunities for improvement.
- 2.3 Maintains an awareness of current trends, issues and technologies associated with Business Systems deliverables.

3. Communication and Liaison

- 3.1 Communicates confidently selecting the appropriate medium for conveying information to the audience's level of knowledge, skills and experience.
- 3.2 Liaises with and maintains a network of contacts within all tiers of government and external stakeholders to identify key priorities, resolve issues and advocate for Business Systems outcomes.

4. Project Management

- 4.1 Plans, manages and delivers projects and initiatives to achieve Business Systems outcomes.
- 4.2 Using specialist Business Systems and project knowledge provides advice, information, guidance and direction to achieve operational outcomes.

5. Specialist Activities

- 5.1 Coordinates and controls SharePoint Systems and activities including user administration, support and training; site collection, creation and customisation; and accessibility compliance.
- 5.2 Works across teams to build CRM solutions to meet the need of the business areas involving user administration, support and training, the creation of deployment of customised solutions and reports.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the Department's Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential Pre-employment requirements: Nil

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement.

Please note that a criminal record does not necessarily disqualify you for appointment. You will be given the opportunity to discuss the matter fully before a final decision is made.

Applicants should demonstrate their capacity to meet the following criteria, which should be read in conjunction with the specific responsibilities of this role.

1. Shapes and Manages Strategy
 - Understands the broader public sector regulatory environment and issues impacting service delivery, achievement of performance standards and stakeholder
 - Contributes to the development, implementation and evaluation of Business Systems activities in regards to specialist applications and business focused outcomes.
 - ses specialist Business Systems subject matter knowledge and has an awareness of issues that are relevant to stakeholders and operational activities.
2. Achieves Results
 - Establishes and maintains compliance systems, policies and reporting arrangements.
 - Undertakes project planning, management and evaluation to achieve outcomes and manage risks.
3. Builds Productive Relationship
 - Establishes and maintains relationships with a range of stakeholders and works collaboratively with people at all levels to achieve objectives.
 - Supports a collaborative, innovative and values based culture that recognises individual differences and understands that others may work in different ways.
 - Identifies stakeholder needs and motives and address gaps in their understanding through planned communication.

4. Exemplifies personal integrity and self-awareness
 - Demonstrates behaviour in accordance with the standards and principles set out in applicable codes of ethics/conduct and organisational standards, values and policies including reliability, managing personal behaviours and working cooperatively.
 - Reflects on own behaviours and work style, understanding the impact on others and on performance.
5. Communicates and Influences Effectively
 - Understands the diversity of the audience and information and governance requirements, adapting communications as necessary and maintaining confidentiality as required.
 - Uses appropriate communication techniques, products, and media understanding their potential and impact.
6. Specialist Knowledge and Skills
 - Demonstrates high level skills, knowledge and experience in delivering the activities of Business Systems utilising MS SharePoint and Dynamics CRM.
 - Ability to develop and implement services and tools that improve performance, within the Business Systems unit utilising MS SharePoint and Dynamics CRM.
 - Well-developed knowledge of the compliance requirements, policies, objectives and current issues of the Business Systems unit.
 - Experience in using and improving the systems and processes utilising MS SharePoint and Dynamics CRM.

ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

Special Conditions

- Nil

Appointment is subject to:

- 100 point identification check; and
- Criminal Records Screening clearance.

Training:

- Capacity to utilise or undertake training in:
 - Microsoft SharePoint 2013
 - Microsoft SharePoint Designer
 - Microsoft Dynamics CRM
 - Visual Studio
- Complete induction within three months of commencement;



- Complete any training specific to the role required by Departmental policy; and
- Complete the department’s AEDM within six months of appointment eg. duties required to undertake the role

CERTIFICATION

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

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Corporate Executive Representative Signature

Date (DD/MM/YYYY)

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

The position’s duties are to be performed in accordance with the Department’s Code of Conduct.

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Employee Signature

Date (DD/MM/YYYY)

REGISTERED	
DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES	
Initials: VC	Date: 29.11.2018