Position Title: **Application Developer**

Position number	00013934
Classification	HSO Level G6
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	ICT Service Delivery & Operations
Function	Web Services
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

Develop, test, implement and support information systems as directed by the Team Leader.

REPORTING RELATIONSHIPS:

Application Portfolio Manager
HSO Level G11

↑

Team Leader Application Development
HSO Level G8

↑

This position

↑
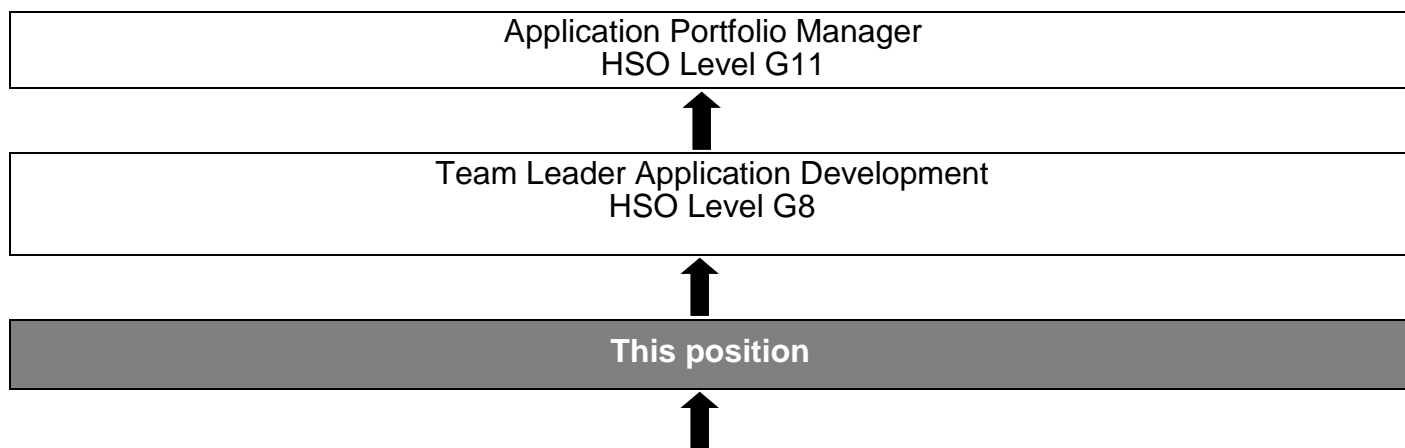
Directly reporting to this position:

Title & Position Number	Classification	FTE

HSS' mission is to deliver high quality services to support the delivery of optimal patient care.

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to WA Health through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

Partnering with client agencies and other stakeholders, HSS operates within a customer focussed service culture designed to complement client agency corporate service operations.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), HSS was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing customer experience by delivering high quality services to customers. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to understand the needs of our customers and to improve efficiency, processes and procedures where this adds value for customers.

HSS STRATEGY

BUSINESS UNIT/FUNCTION ROLE:

The ICT Business Unit provides solution development, implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

POSITION RESPONSIBILITIES:

Consistent with the hierarchical/classification level of the position:

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

HSS Job Profile

Role Specific Responsibilities and Key Outcomes:

BUSINESS AND TECHNICAL CONSULTANCY

- Undertake analysis to determine the technical and business requirements of application systems including the preparation of system specifications
- Develop and maintain information systems to support the operational and strategic information needs of the health service
- Provide application security functions to ensure developed applications comply with health standards.
- Undertakes specialised programming functions and technical methods to solve complex system analysis problems.
- Provide technical advice and guidance with respect to the maintenance and upgrade of application software and associated environments.
- Undertakes unit and integration testing of developed applications.
- Provide support and maintenance services for application data repositories and extract, transform and load (ETL) processes
- Facilitate the conversion of legacy data from existing applications to replacement systems where appropriate
- Liaise with system owners and stakeholders as well as other members of staff.
- Participate as a team member in the development of standards relevant to application development.
- Ensure performance and capacity issues are addressed during the system development cycle.
- Participate in the development of disaster recovery plans as an integral part of information systems development and implementation.
- Maintain high awareness of developments and trends in information technology particularly in respect to the health environment.
- Contribute to the formulation of business and technical strategies.

OTHER

- Provide after-hours "on-call" technical assistance service, as required.
- Assist in maintaining Health Support Services (HSS) policies, procedures and documentation.
- Contributes to the process of continuous improvement of services and work practices.
- Undertakes other duties as directed.
- Use a range of development technologies, which may include;
    - C#
    - ASP.NET
    - SharePoint 2010 / 2013
    - Sitecore
    - Systems Integration
    - Java
    - Microsoft SQL Server
    - Visual Basic

HSS' mission is to deliver high quality services to support the delivery of optimal patient care.

- - MS Access
- Data extract and reporting software including;
  - Microsoft SQL Reporting Services
  - Crystal Reports
- Act in accordance with WA Health and HSS values, objectives and obligations.
- Contribute to a productive, organization-wide work environment and accept corporate responsibilities involved in working at HSS.
- Commit to the principles of teamwork and flexibility to achieve business objectives and contribute effectively as a team member.
- Maintain professional and personal development in line with corporate objectives.
- Maintain knowledge and commitment to Disability Services and Equal Opportunity in all aspects of employment and service delivery.
- Contribute to a safe working environment in accordance with relevant Occupational Safety and Health legislation, policy and procedures.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in the analysis, design, coding, testing, implementation and maintenance of application systems in an integrated, managed enterprise environment.
2. Able to use relevant development technologies.
3. Proven problem solving and analytical skills.
4. Highly developed written and verbal communication skills and the ability to manage and influence a large variety of stakeholders.
5. Demonstrated ability to work autonomously as well as part of a team.

DESIRABLE CRITERIA:

1. Knowledge of relevant enterprise application systems utilised by WA Health.
2. Experience in the application of continuous improvement principles.
3. Current knowledge and commitment to Occupational Health and Safety and Equal Opportunity legislation in all aspects of employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR HR & CAPABILITY

SIGNATURE _____

DATE _____

EXECUTIVE DIRECTOR

SIGNATURE _____

DATE _____

| **Document Version Control** | Registered V1.0 20150911 | |