## Position Title: Junior Application Developer

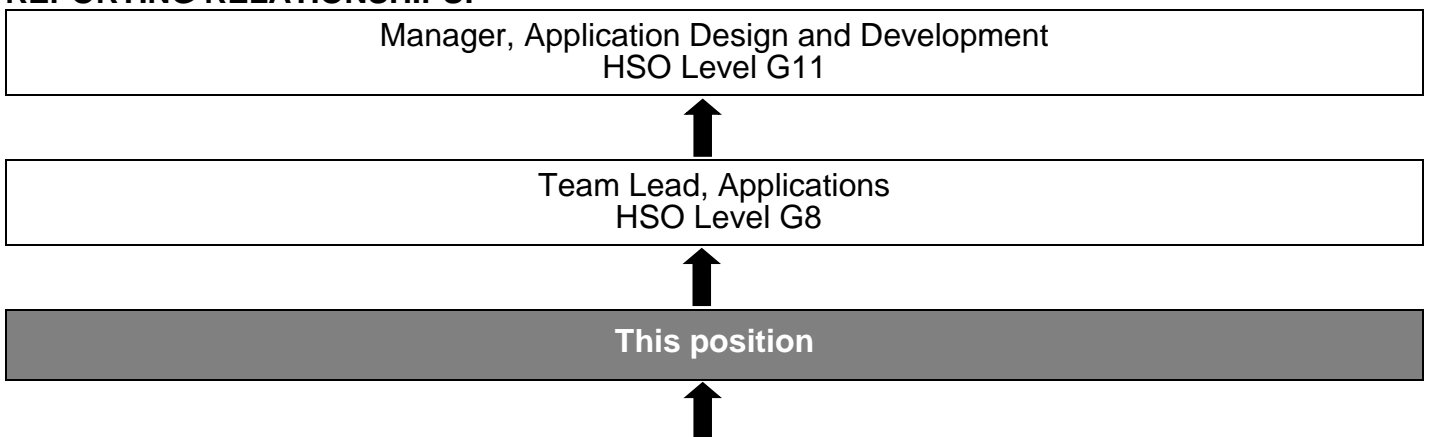| | |
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| **Classification** | HSO Level G5 |
| **Employment Instrument** | Health Salaried Officers Agreement |
| **Organisation** | Health Support Services |
| **Business Unit** | ICT |
| **Function** | Applications |
| **Location** | Perth Metropolitan Area |

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Junior Application Developer is responsible for:

- Providing development and technical support in the delivery of quality ICT application services.
- Providing development and technical support in the integration, testing and implementation of commercial-off-the-shelf (COTS) ICT application services.
- Analysing, developing and testing of application development tasks.
- Supporting ICT Application Teams with defect remediation and development of small to medium sized enhancements/functions.

**REPORTING RELATIONSHIPS:**

| Manager, Application Design and Development<br>HSO Level G11 |
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| Team Lead, Applications<br>HSO Level G8 |
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| **This position** |
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Directly reporting to this position:

| Title | Classification | FTE |
|---|---|---|
| No direct reports | | |

## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.
It is an exciting time in the health sector and a defining period for HSS.

## HSS VALUES



We put our customers at the heart of what we do

We value and care for each other

We promise, we own, we do

We will find a way

We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

## BUSINESS UNIT 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).

| POSITION RESPONSIBILITIES: |
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**HSS Participation (Self):**
- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

**Role Specific Responsibilities and Key Outcomes:**

Leadership
- Promotes and fosters a customer-focused culture within the team based on HSS values and strategic priorities.
- Champions continual improvement and quality management.
- Establishes effective working relationships with HSS staff and other stakeholders to achieve objectives.
- Provides expert advice and guidance as required.
- Maintains knowledge of current industry standards, trends and practices.
- Participates in cross-functional project teams within HSS to develop and deliver improved services and solutions.

Relationship Management (Stakeholder Relations)
- Engages with customers, internal and external to HSS, to thoroughly understand their business functions, needs and service expectations to be able to provide advice and support on the efficient use of supported ICT application services.
- Liaises with external service providers as required.
- Provides application support and assistance on the operation of ICT applications by providing timely and effective resolution of application problems.

Business and Technical Consultancy
- Contributes to business analysis, process reviews and the development of business models for information system development purposes.
- Contributes to the development of detailed user requirement specifications for systems design and evaluation purposes.
- Provide technical support to ensure availability, accessibility and continuity of HSS ICT application services including testing of system backups and disaster recovery procedures and processes.

Solution Design, Development, Delivery and Support
- Contributes to the continuous delivery of ICT application solutions using industry best-practice and contemporary development and delivery tools and techniques.
- Develops technical interfaces that facilitate access and retrieval of common data across application systems.
- Provides support for database and application system development projects.

- Undertakes prototyping and programming of information systems where custom bespoke applications are required or are cost effective to the organisation.
- Develops and maintains systems according to agreed timeframes and compliant with HSS and ICT standards, procedures and processes using a range of development technologies, but not limited to:
  - Microsoft .Net Framework (C#, ASP .Net, MVC).
  - SharePoint.
  - SiteCore.
  - Java.
  - JavaScript.
- Develops and maintains application data extract and reporting features using a range of technologies and tools such as Microsoft SQL Reporting Services.
- Participates and undertakes unit and integration testing of applications supporting the delivery of quality assured ICT application solutions.
- Achieves and maintains knowledge in HSS's ICT application solutions for assigned systems including integration, data management (backup, recovery and data protection), business ownership and support structures, and other complimentary offerings.
- Provides secondary level technical support for ICT application services.
- Provides third level technical support for bespoke ICT application services.
- Monitors and supports the delivery of ICT application services.
- Provides after-hours systems support as required.

Other
- Contributes positively to a safe team environment that values equity and diversity and enables the achievement of personal and team goals.
- Other duties as required.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Demonstrated experience in delivering and maintaining quality ICT application solutions and features that have delivered better business outcomes in line with customer expectations highlighting your involvement in analysis, design, development and testing in the delivery and maintenance of.
2. Development experience in an integrated enterprise environment with a range of development, integration and database technologies along with awareness of toolsets that support rapid agile development and continuous delivery of quality assured solutions and features.
3. Demonstrated experience in problem solving and well-developed conceptual and analytical skills to resolve problems and issues using technology.
4. Well-developed written and verbal communication skills.
5. Demonstrated ability to work autonomously and as part of a team.

### DESIRABLE CRITERIA:

1. Qualification in an Information Systems, Information Technology, Computer Science or related area.
2. Experience or awareness in Agile development and delivery methodologies.
3. Experience in continuous quality improvement activities.
4. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on 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.

| Version control | Description | CRC Approval Date | Registered Date |
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| Vs 1.1 | JDF Amended | 31/08/2020 | 31/08/2020 |