

POSITION TITLE:

Systems Developer and Support

Reports to: Data Steward Lead

Domain: Corporate Business

Unit: Corporate

Team: Enterprise

Contract type: Fixed Term – 31 June 2021

Location: Any Location

Primary purpose of this position

The position of Systems Developer and Support has the primary purpose of providing the expertise to design, build, implement and monitor critical information management solutions at a system level.

Scope	
Direct reports to this position	Indirect reports
ICT Support	N/A

Key relationships	
All employees have responsibility for managing aspects of relationships. At all times those interactions should reinforce our intention that we are easy to do business with.	
Internal	External
<ul style="list-style-type: none"> All Staff 	<ul style="list-style-type: none"> IT Vendors External users (GPs, Providers) Other PHN Staff

Key accountabilities
<ul style="list-style-type: none"> Generate IT-based solutions and educate staff in the application of good practice, regulated via data governance controls across knowledge management systems. Provide specialist support to users of enterprise systems and Network operational support. Prepare and contribute to business cases for identified IT based solutions or emerging enterprises. Maintenance of existing systems

Key responsibilities	% of job
Cyber Security and Data Governance	10%
Maintain IT systems at peak efficiency; includes technology monitoring	20%
System feature improvement tasks	40%
Vendor / Stakeholder Support	20%
Hardware evaluation and monitoring	10%

Core responsibilities

Each Murray PHN employee is expected to:

Strategic alignment – pro-actively work in a way that directly supports Murray PHN strategic objectives.

Workplace health and safety – pro-actively work in a safe manner, adhering to all work health and safety (WH&S) requirements and report all hazards, near misses and incidents through the organisation's WH&S processes.

Manage risk – Actively manage risks by complying with organisational policies and procedures and escalating risks for higher-level attention when required as per Murray PHN approved risk scales.

Governance – Actively embrace and understand their role and where it fits within Murray PHN Governance and Accountability Framework.

Cyber Security – Actively seek out the company's policies and procedures and ensure you fully understand and abide by them.

Travel – As Murray PHN covers a wide regional and rural catchment some travel may be required as part of this role. This position will require a current driver's licence which must be provided prior to commencing employment.

Knowledge, skills, experience and qualifications

The knowledge, skills, experience and qualifications for this role are:

Essential

- A relevant degree qualification in ICT and/or at least two years' experience in a similar role;
- Advanced computer skills on common business applications
 - Programming skills:
 - Languages PHP 7.0 +, JavaScript, SQL, CSS
 - Mark-up Patterns: XML, HTML, JSON
 - Database design, development and management in PostgreSQL
 - Web design, development and hosting
 - Systems architecture and management (Azure, Docker, etc.)
 - Data Visualisation
 - Development of User experience and User interfaces
 - Experience with front end development (experience with library sets: jQuery or Angular)

Desirable

- Dealing with external stakeholders (support calls/queries)
- Linux Virtual Machines experience
- API Integration experience
- Python programming language



Leadership



Collaboration



Knowledge



Innovation








Accountability

Behavioural competencies

This role has been evaluated at a Level **NC5** and success in the role requires the right behavioural skills to be demonstrated. Detailed descriptors can be found in the Murray PHN Behavioural Competency Framework.

The incumbent is required to demonstrate proficiency in the following areas:

Core behavioural competencies	
	Communication <ul style="list-style-type: none"> Conveys complex information or messages in a manner that is clear and easy to follow, uses vocabulary that is appropriate to the audience; Creates opportunities for two-way communication to actively share information and ideas, as well as seek feedback, through meetings or regular communication forums; Displays tact and diplomacy when communicating on sensitive issues.
	Change agility <ul style="list-style-type: none"> Understands the rationale for change and is able to clearly articulate the organisational benefits, as well as anticipate and communicate the impact of change on own team; Supports change by encouraging others to draw on support in challenging situations, leveraging strengths and expertise of others when required; Shows understanding of how change affects themselves and their team; provides assistance to help others understand rationale and impact of change.
	Accountability <ul style="list-style-type: none"> Defines clear expectations for self and others within a team or project, and takes ownership for achieving objectives and desired results; Cares deeply about their own and teams' work, ensures alignment of tasks and goals to Murray PHN strategic goals; Identifies potential obstacles to goal achievement and leads overcoming these with the support of others.
	Collaboration <ul style="list-style-type: none"> Demonstrates ability to work effectively with colleagues regardless of team or location, and looks for ways to achieve shared objectives taking into consideration other points of view; Encourages others in the group to express their viewpoints and listens attentively to them in order to create a participatory work environment; Influences others at all levels to align and commit to organisational goals both through public statements and personal behaviour.
	One team mindset <ul style="list-style-type: none"> Utilises input from others and gives credit and recognition to those who have contributed towards team or group goals; Takes the time to get to know other teams and their priorities to build a good rapport and establish common goals and objectives; Sources and listens to various points of view and respects differing opinions when developing solutions.



Business acumen

- Displays good understanding of Murray PHN as a business and works in an efficient and effective manner to optimise value from day-to-day work;
- Analyses relevant business and financial data to make timely and considered decisions; reflects on impact of actions;
- Shows good understanding of operating environment; recognises the impact of own and team actions on business outcomes; considers “the big picture” when taking action.

Leadership competencies



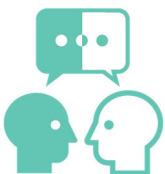
Future focus

- Communicates Murray PHN’s strategic vision and anticipated priorities for the future in a clear and compelling manner;
- Provides clear direction to support the achievement of team goals and objectives; identifies possibilities for connections across roles and teams;
- Demonstrates a clear understanding of the current operating environment and anticipates future priorities for Murray PHN; considers implications of future priorities for own team and evaluates benefits and risks of taking action.



Enterprise leadership

- Encourages staff to share information, ideas, and best practice with other teams; recognises and rewards knowledge sharing;
- Builds networks across Murray PHN and knows when to utilise connections to achieve shared objectives; takes action to improve the working relationships between others;
- Takes action to improve the relationships between others to enhance effective working relationships and information flow to support desired outcomes.



Interpersonal leadership

- Listens, understands and responds in a manner which effectively demonstrates an empathy for others’ views and needs;
- Relates well to all types of people. Builds rapport easily by learning about others’ motivations and by sharing common goals and objectives;
- Coaches employees on ways to enhance their level of performance and develop their skills; tailors style and communication to effectively reach the audience.



Change leadership

- Advocates for the change process, anticipates the impact of change and creates buy-in across affected parties by clearly communicating the long-term organisational benefits;
- Encourages positive morale and performance levels during periods of change;
- Effectively leads the implementation of changes across one’s business areas.