NSW Service for the Treatment
and Rehabilitation of Torture
and Trauma Survivors

POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1152-1   **Date reviewed/created:** December 2020

POSITION TITLE: Information and Communications Technology (ICT) Developer

TEAM: Information & Communication Technology   **LOCATION:** Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019"

CLASSIFICATION: Senior Computer Operator Grade 2

A generous salary packaging scheme is also offered.

PERIOD OF APPRAISAL: Performance will be assessed within 6 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the position

STARTTS ICT system operates across five metropolitan and five rural and regional offices and is required to support service provision via access to communication and information systems from any office to support enhanced communications with clients and staff in rural and remote areas.

This position has responsibility for undertaking development of software as required to populate and enable STARTTS intranet, respond to queries and troubleshooting in relation to software applications, create and maintain documented procedures to manage software, supporting development of ICT networks, quality control, liaison with external providers and SWSLHD IM&TDs as required and appropriate. Design, develop and project manage the deployment of STARTTS intranet, create the technical documentation for maintaining and updating the intranet by ICT as well as a user guide for staff.

Other responsibilities entailed in this role include (but are not limited to) additional development work on websites including Australian Neurofeedback Institute (ANFI) as required.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Information and Communication Technology Team Leader

2. Responsible for: Nil

SELECTION CRITERIA:

Essential Criteria:

1. 3-5 years relevant IT/industry experience with University level qualifications in Information Technology (Minimum Bachelor Degree or equivalent).
2. Demonstrated experience in software design. development and implementation.
3. Ability to design and develop intranet and websites through capacity to write well designed, testable, efficient code using best practice software development, create website layout/user interface and integrate back-end services and databases.
4. Extensive knowledge working with Javascript, HTML and CSS.
5. Demonstrated experience in effective and proactive management of risk to ICT systems in both a stand-alone and a networked environment.
6. Excellent communication (oral / written), negotiation and consultative skills and proficiency in documenting results of technical and other investigations.
7. Demonstrated experience in supporting a wide range of computer applications in a MS Windows operating environment, high level familiarity with client server applications such as SharePoint, web applications and remote control technologies.
8. Ability to work autonomously and as part of a multicultural team and a demonstrated commitment to human rights.
9. Current unrestricted NSW driver's licence (P2 licence acceptable).

Desirable Criteria:

1. Experience in Client Information Service systems in a health organisation.
2. Fluency in a relevant community language.
3. Experience with change control management.
4. Experience with content management systems (CMS).

*This position is not considered child-related employment and will require a National Criminal Record Check.

BRIEF DESCRIPTION OF ROLE

This position is responsible for ICT development troubleshooting and maintenance across STARTTS offices and assists the ICT Team Leader in ICT management, planning and development.

The position will be based at STARTTS' Carramar office and frequent travel is required to the Liverpool, Blacktown and Auburn offices. Occasional travel may be required to rural/regional office locations.

Work outside normal working hours may occasionally be required. Phone contact out of hours may be required to provide assistance to users.

PRIMARY DUTIES:

1. Information and Communications Technology Development

Development activities as follows –

1.1. Establish, support and maintain clinical applications, databases and operating systems.

1.2. Develop and test software applications for deployment to the internal estate and, if applicable, to the cloud.

1.3. Troubleshoot and debug existing applications.

1.4. Develop and implement robust database interfaces and applications.

1.5. Contribute to identifying processes for automation.

1.6. Ensure efficient deployment of the latest software updates, patches and hotfixes.

1.7. Log all software incidents and service desk request in STARTTS' designated service desk system. Where applicable logging on behalf of staff.

1.8. Document technical procedures in software for ICT team knowledge base.

1.9. IT troubleshooting to identify software related problems, including documentation of action taken and timely escalation and referral where required.

1.10. Conduct end-user training and support of deployed software and development of training materials, as directed.

1.11. Maintain IT and software asset registers.

1.12. Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner. Checking costing and preparing requisitions for ICT purchases.

1.13. Participate in any ICT Projects as requested by the ICT Team Leader.

1.14. Provide responsive and timely phone and/or face to face assistance to users in resolving a range of software, hardware or network related problems.

1.15. Assist in the provision of technical assistance in implementing ICT strategies, software products, migrations and enhancements within the Service.

2. **ICT Intranet Web/Project Development**

2.1. Design, develop and maintain STARTTS intranet with documented technical information and provide user admin training of intranet for staff with departmental management responsibilities.

2.2. Design and develop websites in consultation with relevant staff including the Australian Neurofeedback Institute (ANFI) website as required and directed by the ICT Team Leader.

3. **Quality Assurance and Administrative Services**

3.1. Undertake regular evaluation of ICT systems to ensure that systems meet required purposes.

3.2. Where required develop and maintain system standards.

3.3. Monitor of systems for security purposes.

3.4. Assist the ICT Team Leader when required to provide reports to the Deputy CEO on performance of ICT systems.

3.5. Ensure proper procedures are followed in terms of systems and/or application software upgrades.

3.6. Being proactive in identifying procedures to improve and support ICT functions.

4. **Personal**

4.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.

4.2. Be an active participant in team meetings to maximise contribution to the work of the team

4.3. Participate in STARTTS staff meetings, team meetings and other relevant meetings

4.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.

4.5. Participate in identifying quality improvement initiatives/strategies.

4.6. Attend and participate in all training opportunities identified for the role.

4.7. Liaise with and seek senior advice as required.

5. **As a STARTTS employee you are expected to:**
   - Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
   - Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
   - Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
   - Actively seek to improve skills and knowledge that will benefit the organisation.
   - Project a professional image at all times and in all situations.
   - Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:
   - STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
   - STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety responsibilities:
   - Comply with STARTTS WHS policies and procedures.
   - Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk management responsibilities: All staff have a responsibility to identify any risks (i.e. the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Information and Communications Technology (ICT) Developer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
<div align="center">*Please print*</div>

*Employee Signature:*_____*Date:*_____

CHIEF EXECUTIVE OFFICER: **Jorge Aroche**

*Signature:*_____*Date:*_____