

**Position Description
Software Developer**

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a not-for-profit community organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan and Regional areas throughout Victoria.

DIVISION DESCRIPTION

Karingal's **Corporate Services Division** provides support functions to all branches, to Senior Management and to the Board in an attempt to promote consistency and best practice across the organisation, whilst enabling Karingal branches to concentrate on providing excellent service to clients without maintaining their own high cost administrative functions.

BRANCH DESCRIPTION

Karingal's **Information Technology** branch works to ensure all Divisions and Branches of Karingal have reliable access to high quality information technology resources including infrastructure and availability of useful applications, email and internet facilities.

Position Specifics

Position objective:	The Software Developer role involves providing software maintenance, support and enhancement as identified in the Helpdesk Database and strategic plans, across Karingal's geographically and functionally broad and diverse organisation. Key tasks include: <ul style="list-style-type: none"> ▪ Maintain, support and enhance existing corporate applications ▪ Develop new solutions as required ▪ Provide IT support to Karingal Staff ▪ Complete Helpdesk tasks as required ▪ Collaboration with fellow Software Developers
Reports To:	IT Manager
Division:	Corporate Services
Branch:	Information Technology
Primary Location:	Spring Street – Geelong West
Employment status (F/T, P/T):	Full Time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Common Law Agreement
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

Position Scope

The role works closely with other members of the IT Branch: IT Manager, Network Administrator, IT Support Engineers and in particularly fellow Software Developers and the IT Helpdesk Operators to deliver high level IT Support and Software Development to Karingal's users inline with processes, practises and strategic plans.

General

- Ability to complete and work through projects and issues assigned with in specified or reasonable deadlines.
- Flexibility- including the ability to work both unsupervised and in a team environment on various Karingal wide issues or particular projects.
- Represent Karingal in a professional and ethical manner at all times
- Knowledge of available resources
- Continuously seeking to contribute as an effect resource to Karingal Inc
- Well organised approach to proving IT services
- Coordinating multiple projects simultaneously and productively
- Self-management skills, including updating of projects/tasks via the helpdesk system
- Ability to relate to people from a wide range of computer literacy skills in an empathetic manner
- Ensuring accuracy and timeliness of timesheets and helpdesk

Customer Service & Communication

- A high level of interpersonal and written communication skills, including e-mail, telephone manner and face to face communication
- Conduct all communication to staff, clients and providers with a high level of customer service
- Communicate IT application and service outages with regular updates where required
- Excellent customer service skills with high level of empathy
- Good ability to deal with disgruntled users in a compassionate and understanding way

INTERNAL

- Attend regular meetings with IT Team and IT Manager
- Liaise with other operational staff to monitor IT issues and improvement opportunities
- Work closely with Help Desk Operators to commence and follow up upon logged queries
- Follow up of completed tasks to ensure that requestor is aware of job completion

EXTERNAL

- Liaise professionally with external contractors and service providers
- participate in relevant industry conferences and training

Hardware & Software Support

NETWORKS

- Understanding and maintenance of LAN and WAN Network infrastructure
- Understanding and maintenance of DNS, Network Services and network routes

SECURITY

- Excellent understanding and application of Active Directory objects, security, permissions and implementation

SERVERS

- Basic print and file server knowledge with sound troubleshooting skills

OPERATING SYSTEMS

- Understanding and maintenance of Windows (Server and Desktop) applications and services

APPLICATIONS

- Excellent level of application support and product research
- Maintain, support and enhance existing corporate applications
- Develop new solutions as required

Help Desk

- Attention to detail with good follow-up skills to fully complete job request
- Helpdesk requests always updated and entered for ALL requests completed
- Follow up with Helpdesk Operators and users on progress of assigned jobs

Compliance and Reporting

- Producing and maintaining accurate documentation to support both users and co-workers
- Helpdesk Procedures accurately completed in a timely manner
- Ensuring accuracy and timeliness of timesheets and helpdesk documentation
- OH&S - Operate within Karingal's OH&S Policy and Procedures
- Operate within IT Branch and wider Karingal's Policies, Procedures and Work Instructions
- Ensure all work is documented and existing documents/procedures are updated when processes change.

Development and Contribution to the Team

- Actively engage in training and research that will improve Industry knowledge
- Contribute ideas to improving work quality and performance and success of IT Team
- Contribute innovative ideas for continuous improvement at Karingal
- Identify new opportunities for Karingal using new technologies
- Attend and actively participate in team meetings as required
- Educate and train staff during all times in a supportive and encouraging way, limiting confusing terminology and information
- Keep up to date with the latest technologies and software releases.

Other duties as directed by manager or supervisor**Measurable Results & Outcomes**

Customer Service and Communication: Provision of excellent customer service to all internal and external stakeholders including approachability, empathy, and responsiveness as gauged by feedback and observation. Includes working with clients/staff to come up with innovative and flexible solutions.

IT Services: Accurate and timely response, review and management of Software Development enquiries. Ability to give accurate estimates of coding time with the ability to meet deadlines. Ensure recoverability of all coding and production data in the event of a server or data failure. Implement and develop new systems and/or more user friendly/efficient means for operational staff to perform their day to day tasks.

Compliance and Reporting: Accurate and timely completion of IT and Helpdesk administration/documentation tasks as directed. Compliance with relevant procedures and objectives; results of internal and external audits and reviews; and, observation and feedback.

Team work and IT Development: Positive contribution to the IT Team and wider Karingal; training, development, feedback, observation, participation in team meetings. Ability to complete and work through projects and issues assigned with in specified or reasonable deadlines.

Performance of general position responsibilities to a high standard

Demonstrate excellent organisational and communication skills with a high level of initiative.

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Qualification and minimum 1 year experience software development ▪ Knowledge of the Software Development Life Cycle ▪ Basic knowledge of databases and SQL query language ▪ Excellent customer service skills and experience ▪ High level organisational and time management skills ▪ Demonstrated professionalism and high presentation skills ▪ Excellent written and verbal communication skills ▪ Demonstrated ability to work as part of a multidisciplinary team ▪ Successful completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Good understanding of .Net frameworks and VB .Net ▪ Able to write and debug MS SQL queries ▪ Knowledge of scripting languages such as JavaScript ▪ Knowledge of Object Oriented programming and web technologies ▪ Experience with web development and database tools (eg. Visual Studio, SQL Enterprise Manager)

Application Details

Application instructions:	Send applications including cover letter addressing Key Selection Criteria & current resume to Karingal via email or post as below. Late applications will not be accepted.		
Email:	jobs@karingal.org.au	Postal address:	Job Application PO Box 558- Belmont, 3216
Contact person:	Mark Wyeth IT Manager (03) 5229 1099		
Closing date:	C.O.B. Friday 12 th March, 2010		

“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.

Please visit our website for more information: www.karingal.org.au