



## POSITION STATEMENT

# Applications Support & Development Specialist

## ROLE PURPOSE

The POSITION is responsible for:

- Maintenance, development and enhancements of all Corporate Applications in line with business requirements and priorities.
- Taking ownership and delivery of support tasks, engage with stakeholders (both internally and externally), and play a key role in delivering top level support, development, integration and configuration for the business.

## KEY RESPONSIBILITIES

- To provide ongoing technical support for the College's applications suite.
- To research, design, implement and manage software programs.
- To provide a high level of service to all customers (internal and external including students, staff, parents and general community members).

## KEY RESULT AREAS AND RESPONSIBILITY

### KEY RESULT AREA: APPLICATIONS SUPPORT

- Provide ongoing technical support for the College's applications suite.
- Investigate and troubleshoot high level application related issues.
- Liaise with software vendors to provide solutions or workarounds for application related issues.
- Liaise with Staff to provide advice and guidance on application usage.
- Assist in licensing requirements for the College's applications suite.
- Train staff on application use and best practices.

## KEY RESULT AREA: APPLICATIONS DEVELOPMENT

- Researching, designing, implementing and managing software programs.
- Testing and evaluating new programs.
- Identifying areas for modification in existing programs and subsequently developing these modifications.
- Writing and implementing efficient code.
- Determining operational practicality.
- Developing quality assurance procedures.
- Deploying software tools, processes and metrics.
- Maintaining and upgrading existing systems.
- Training users.

## KEY RESULT AREA: SERVICE DELIVERY

- To provide a high level of service to all customers (internal or external and including students, staff, parents and general community members).
- Ensuring systems and processes are optimised for efficiency and effectiveness whilst seeking ways to continuously improve how things are done.
- Providing a timely response in all service delivery interactions.
- Responding to a complaint issues raised as an opportunity for service improvement.
- Taking ownership of a customer problem; follow it through to resolution, and follow-up to confirm the problem is resolved to their satisfaction.

## KEY RESPONSIBILITY: DUTY OF CARE

- To maintain and promote the principles of Occupational Safety and Health within the workplace in accordance with policy, including taking appropriate action in relation to identified hazards and risks to ensure the safety of self and others.

## KEY RESULT AREA: PENRHOS COLLEGE MISSION AND ETHOS

- To actively promote and support the College's educational, spiritual and co-curricular ethos.
- To undertake activities to maintain personal professional growth appropriate to you and the College's needs.
- To work co-operatively and collaboratively as a member of a team.
- To engender a spirit of continuous improvement to ensure that your contribution to the College is at the forefront of progressive education.
- To support and promote the principles of Equal Opportunity to ensure due respect is provided to all.

## SELECTION CRITERIA

### QUALIFICATIONS:

#### *Essential:*

- Degree or postgraduate Diploma in Information Technology or associated discipline.
- Current National Police Clearance and Working with Children check (or the ability to obtain).

#### *Desirable:*

- Education undergraduate or postgraduate qualification or Certificate IV in Training and Assessment.

## EXPERIENCE :

### *Essential*

- Advanced HTML5, CSS3 and native JavaScript knowledge
- Programming experience with ASP.NET, C# and PHP
- Proficiency in cloud platform such as Azure and AWS
- Knowledge of relational technology and skills in developing and using Structured Query Language (SQL) to create Stored Procedures, Triggers and indexes in Microsoft SQL Server and MySQL
- Sound experience and skills developing, maintaining, and deploying web-based applications (using XML, XSL, JavaScript, jQuery, Cascading Style Sheets (CSS))
- Demonstrated experience using full-term software development lifecycle, including the use of a revision control system such as Bitbucket, SVN
- Sound critical thinking and problem-solving skills
- Well-developed communication (written and verbal) and interpersonal skills, including ability to develop effective working relationships with stakeholders at all organisational levels
- Strong Organisational and time management skills, with the ability to deliver to tight deadlines and perform under pressure, while maintaining high attention to detail
- Ability to work independently, yet collaboratively and effectively within a Team
- Demonstrated commitment to quality control and continuous improvement
- Working with Synergetic API's

### *Desirable*

#### Experience with:

- Node JS
- PowerShell and API integration
- Advanced with jQuery, jQueryUI and comfortable with writing custom plug-ins
- SQL and System Administration experience
- Amazon and AZURE Web Services
- Learning Management Systems (such as SEQTA, Schoolbox, Canvas and Compass)

#### Capacity of:

- Understanding of workflow of Learning Management Systems, such as COMPASS
- Programming experience with classic ASP Understanding of common Web Application security threats
- Experience in creating security process and procedure to avoid web vulnerabilities

## SKILLS / ATTRIBUTES :

### *Essential*

- Ability and willingness to uphold and role model the College Values of Respect, Empathy, Integrity, Knowledge, Growth and Synergy

### *Desirable:*

- Ability to quickly learn new applications systems and technologies
- Understanding of industry standards and best practice development methodologies
- Proven experience in a similar role within an educational environment
- Excellent organisational ability and time management skills
- Demonstrated high level of accuracy and attention to detail
- Confidence in assisting a diverse group of people including students
- Highly motivated and flexible approach to work

**Prepared by:** People Service Coordinator  
**Authorised by:** Director of People Services & Director Finance & Administration  
**Approved by:** Principal  
**Date:** August 2021

## **Statement of Commitment to Child Safety and Wellbeing**

All children and young people who come to Penrhos College have a right to feel and be safe. We are committed to providing a child safe and child friendly environment, where children and young people are safe and feel safe and are able to actively participate in decisions that affect their lives.

We have a zero tolerance for child abuse and other harm and are committed to acting in student' best interests and keeping them safe from harm.

The College regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintaining a child safe culture.

Each member of the College community has a responsibility to understand the importance and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

### ***Penrhos College is an Equal Opportunity Employer and Provides a Smoke Free Campus***

*The College recognises that Position Statements are dynamic documents, which are reviewed biannually or as required.*

