



POSITION DESCRIPTION FORM

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POSITION IDENTIFICATION

Title:	Analyst Programmer	Level:	Level 7
Service Unit:	Information Services	Award:	Local Government Industry Award 2020
Directorate:	Corporate & Governance Services	Date Effective:	9 October 2018
Reporting to:	Team Leader Business Solutions	Date Last Reviewed:	1 December 2023

PURPOSE OF POSITION

- Ensure consistent operation of all business applications and maintain high levels of business system security, integrity, reliability and performance across the organisation.
- Support the development and deployment of business process improvements providing customers the most effective use of departmental business software systems.
- Work with Business Solutions team and internal business units to identify and deploy business process improvements.
- Assist in providing user education, training and technical advice on the effective use of business systems and functions.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Provide application development and support services and technical advice to the organisation.
- Delivery of project milestones including capturing/documenting client requirements, application of functional design, development of user stories, establishing test scenarios, configuration and customisation of systems, user training and change management.
- Responsible for the analysis of business applications with a view to system and process improvement.
- Responsible for product deployment and user education and training in business applications.
- Build business applications using system development tools.
- Provide effective and efficient customer service, diagnosis and resolution of customer issues.
- Any other duties as directed by the line supervisor / manager.
- Undertake on the job and off the job training as required to develop the necessary knowledge for the position.

ORGANISATIONAL RELATIONSHIPS

Responsible for: Not Applicable at this level.

Internal Relationships: All Shire of Dardanup employees and Elected Members.

External Relationships: Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders, ratepayers and general public.

POSITION DIMENSIONS

Work Location: Eaton Administration Centre.

Delegated Authority: Not Applicable at this level.

Driving Requirements: C (Car) or CA (Car Automatic) class motor vehicle licence (preferable).

EXTENT OF AUTHORITY

This position operates under the general direction of the Team Leader Business Solutions within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

CORPORATE ACCOUNTABILITIES

- All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest;
- Comply with Council's Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.
- Maintain obligations described within the Shire's Customer Service Charter.
- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all Intellectual Property rights in all documents, materials or other things created or contributed to by the Employee (whether alone or with others) in the course of their employment.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of Shire resources within the level of accountability for this position.
- Ensure your own safety and health at work by undertaking your work duties in a safe and proficient manner. Exercise your duty of care by having thought and regard for others by ensuring that you avoid adversely affecting, the safety or health of any other individual through any of your acts or omissions at work as per Council's WHS policies and Work Health and Safety legislation.
- Monitor work practices, support training and engage with staff and contractors to ensure their ongoing safety and compliance with Work Health and Safety legislation and Council's WHS policies.

CORPORATE ACCOUNTABILITIES

- Employees shall cooperate with the Shire of Dardanup in the carrying out of the obligations imposed on the Shire under Work Health and Safety legislation.
- Provide an ongoing commitment to risk, emergency management and business continuity principles.
- Employees shall demonstrate the Shire’s Values, “Trust, Respect, Accountability, Customer/Community, Excellence, Support” within the workplace.

VALUES

Our Values – TRACES

The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.



SELECTION CRITERIA

Essential:

1. Minimum 2 years of experience in a Microsoft development environment including (.NET Framework, C#, MSSQL/SSRS and SSIS) and experience with HTML, CSS and dynamic web applications.
2. Experience with PowerShell script and other software scripting languages.
3. Proven experience with supporting business systems in a complex multifaceted organisation and meeting defined service level agreements.
4. Proven ability in problem solving or finding a solution with a willingness to use initiative and take ownership.
5. Proven experience in user education, training and support within a team environment.
6. Proven organisational ability with the capacity to work unsupervised, manage priorities and meet deadlines under pressure.

Desirable:

1. Formal qualifications in Computer Science or a related discipline.
2. Experience in solution using Microsoft SharePoint, PowerBI, PowerApps and/or other contemporary development platforms