



# POSITION DESCRIPTION

**Directorate:** Chief Minister, Treasury and Economic Development

**Position Number:** 63832

**Division:** Digital, Data and Technology Solutions

**Classification:** ASO5

**Business Unit:** Customer Engagement Services, (CESB)

**Location:** ESA ICT, Fairbairn

**Position Title:** Stack Developer In-training

**Last Reviewed:** February 2024

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

## DIRECTORATE OVERVIEW

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Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Digital, Data and Technology Services which provides financial, ICT and certain HR support across Government.

## DIVISION OVERVIEW

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The Digital, Data and Technology Solutions (DDTS) Group is responsible for driving the ACT's digital agenda and leading the whole of government strategic direction for ICT. The Group is led by the Chief Digital Officer and also provides technical, tactical and transactional support for whole of government ICT.

The Group ensures alignment of government ICT and digital priorities and initiatives across the ACT Government. It has responsibility for:

- guiding the future direction of ACT Government business operations, including service delivery to the ACT community;
- strategic direction, policy and standards for whole of government ICT;
- improving whole of government ICT investment management;

- integration of ACT Government services to make it more convenient for citizens and businesses to connect and do business with the government;
- driving the use of data to inform evidence-based decision making, leading to delivery of better services for citizens, and building a sustainable data capability in the ACTPS;
- delivering end user services for all ACT government directorates and agencies;
- managing and maintaining several whole of government business systems, and maintaining technology infrastructure;
- undertaking research and analysis to support strategic policy advice on current and emerging ICT and digital policy issues and initiatives; and
- shaping and sponsoring the development of digital capability at a whole of government level.

## **BUSINESS UNIT OVERVIEW**

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Customer Engagement Services Branch (CESB) plays a key role in servicing and supporting the Government Directorates. CESB provides frontline services including the Service Desk and the presence of client facing staff that enables the provision of contextual advice and guidance as well as business system support services which enhance the customer experience.

## **POSITION OVERVIEW**

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The role is training for the specification, development, testing, enhancement, and maintenance of developed software on behalf of the ACT Emergency Services Agency (ESA), as a member of the embedded ICT team.

## **WHAT YOU WILL DO**

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The information below describes the capabilities that are required to be trained in the duties of the position.

### **Professional / Technical Skills and Knowledge**

Once trained:

1. Demonstrated programming skill and experience with Angular framework, Angular Material, ASP.NET Core API, TypeScript, HTML5, CSS, Bootstrap and User interface design.
2. Develop Win form based application with C#, Entity Framework.
3. Demonstrated knowledge and experience of source code repository management using Microsoft Azure DevOps, GIT and Software system development lifecycle management.
4. Demonstrated knowledge and understanding of T-SQL scripting including stored procedures/triggers, SQL create/modify tables, backup/restore and database security.
5. Incident and problem management including prioritising, diagnosing, investigating, resolving, and escalating incidents according to agreed procedures.

6. Knowledge of Information Technology Infrastructure Library (ITIL) framework would be highly advantageous.

## Behavioural Capabilities

Once trained:

1. Ability to effectively manage multiple tasks, prioritise competing deadlines, manage time effectively and deliver agreed business outcomes working independently and within a team environment.
2. Sound organisational skills, including the ability to effectively self-manage and prioritise competing tasks and demands within a flexible team environment, to meet strict deadlines.
3. Well-developed customer service skills, and the ability to liaise and negotiate with and provide advice to a range of stakeholders.
4. Analytical and problem-solving skills to identify and analyse issues or problems and develop effective solutions to meet business objectives and outcomes.
5. Ability to establish and maintain effective and diverse business relationships with both internal and external stakeholders through collaboration, engagement, responsiveness, and influence.
6. Willingness to continue to develop specialist technical expertise and share this knowledge with others.

## Compliance Requirements / Qualifications

1. A current ACT Government CMTEDD issued Personnel Vetting Program certificate (Baseline clearance equivalent) is required for this position, or the ability to obtain and maintain one.
2. This position does require vaccination mandates under a Public Health direction and must be willing and able to comply.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Stack Developer In-training (position number P63832) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| ADMINISTRATIVE              | FREQUENCY  |
|-----------------------------|------------|
| Telephone use               | Frequently |
| General computer use        | Frequently |
| Extensive keying/data entry | Frequently |
| Graphical/analytical based  | Frequently |
| Sitting at a desk           | Frequently |
| Standing for long periods   | Never      |
| Designated workstation *    | Frequently |

\*Note: the position works in an Activity Based Work (ABW) environment. Under ABW arrangements, staff do not have a designated workstation/desk. While the workplace is adapting to COVID-19, staff will have occasional access to a designated workstation.

| STANDARD HOURS                                                                             | FREQUENCY    |
|--------------------------------------------------------------------------------------------|--------------|
| Flexible working hours (access to flex time)                                               | Frequently   |
| Fixed or specified start/finish times                                                      | Occasionally |
| Expected to work extensive hours over a significant period due to the nature of the duties | Never        |
| Access to Accrued Days Off (ADO's)                                                         | Never        |
| Peaks and troughs                                                                          | Occasionally |
| Frequent overtime                                                                          | Frequently   |
| Rostered shift work                                                                        | Never        |

| SOCIAL DEMANDS                                              | FREQUENCY    |
|-------------------------------------------------------------|--------------|
| Work with others towards shared goals in a team environment | Frequently   |
| Work in isolation from other staff (remote supervision)     | Occasionally |
| Working in a call centre environment                        | Never        |
| Working directly with the public                            | Never        |

| PHYSICAL DEMANDS                                             | FREQUENCY    |
|--------------------------------------------------------------|--------------|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors                                             | Occasionally |

| MANUAL HANDLING                                           | FREQUENCY    |
|-----------------------------------------------------------|--------------|
| Lifting 0 – 5kg                                           | Frequently   |
| Lifting 5 – 10kg                                          | Occasionally |
| Lifting 10kg+                                             | Occasionally |
| Climbing                                                  | Occasionally |
| Reaching                                                  | Occasionally |
| Bending/squatting                                         | Occasionally |
| Push/pull                                                 | Occasionally |
| Sequential repetitive movements in a short amount of time | Occasionally |

| TRAVEL                                | FREQUENCY    |
|---------------------------------------|--------------|
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving             | Occasionally |

|                              |       |
|------------------------------|-------|
| Frequent travel – interstate | Never |
|------------------------------|-------|

| SPECIFIC HAZARDS                                  | FREQUENCY |
|---------------------------------------------------|-----------|
| Working at heights                                | Never     |
| Exposure to extreme temperatures                  | Never     |
| Operation of heavy machinery e.g. forklift        | Never     |
| Confined spaces                                   | Never     |
| Excessive noise                                   | Never     |
| Low lighting                                      | Never     |
| Handling of dangerous goods/equipment             | Never     |
| Working with asbestos                             | Never     |
| Potential to encounter agitated customers         | Never     |
| Exposure to potentially distressing case material | Never     |

| OTHER                                        | FREQUENCY |
|----------------------------------------------|-----------|
| Uniform required                             | Never     |
| Personal Protective Equipment (PPE) required | Never     |