



POSITION DESCRIPTION

Division: Planning, Design & Digital Group

Branch: City and Environment Technology Branch

Business Unit: Digital Platforms

Position Title: Senior Developer (Director)

Position Requirements: See below compliance requirements/qualifications.

Position Number/s: TBC

Classification: SITOB

Position Status: Full time Temporary

Position Hours: Full time (40 hours per week)

Reports to: Senior Director, Digital Platforms

Location: Hybrid – flexible work options

Last Reviewed: September 2026

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

The Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

City and Environment Technology Branch focuses on driving smart, responsive government services through aligning information, data-led insights and intelligence and enabling smarter systems and ways of working. By bringing together analytical, strategic planning and project delivery capabilities the Division supports integration, transformation and accountability.

We support sound decision-making using data analysis and business intelligence, helping to identify opportunities for reform, reducing complexity, and improving operations and service delivery. Our work supports a unified whole of DCBR approach to operations and service delivery that is aligned with community and business needs.

POSITION OVERVIEW

The City and Environment Technology Branch is after the following position, refer to 'what you will do' and 'what you require' below for further information.

This position plays a key role in delivering high-quality Salesforce capabilities by developing customised solutions, managing configuration and metadata, supporting deployments, and ensuring changes are implemented in line with agreed quality, risk, and platform standards.

The Salesforce Senior Developer provides subject matter expertise across Salesforce development, declarative configuration, and administrative best practices to enable reliable, maintainable, and efficient delivery while maintaining platform stability and data integrity.

The role works closely with delivery teams, solution architects, technical leads, testers, vendor partners, and business stakeholders to translate requirements into effective Salesforce solutions and support successful delivery in a fast-paced, enterprise environment.

DIVERSITY STATEMENT

The ACT Public Service is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

WHAT YOU WILL DO

As a Senior Salesforce Developer, you will lead the design and development of scalable, high-quality Salesforce solutions that address complex business requirements. Your primary focus will be on building new features, enhancing existing functionality, and resolving technical issues to ensure an optimised and reliable platform.

You will translate business needs into robust technical solutions using Apex, Lightning Web Components, and declarative tools, while driving best practices in coding, performance, and security. Acting as a technical lead, you will guide developers, conduct code reviews, and ensure solutions are aligned with architectural standards and long-term platform strategy.

Additionally, you will contribute to deployment and release activities where required, supporting a stable, secure, and high-performing production environment.

Key Responsibilities

- Lead the design, development, and delivery of scalable Salesforce solutions across Sales Cloud, Service Cloud, Experience Cloud, and custom applications.
- Provide technical leadership and oversight for Salesforce development activities, including Apex, Omni Scripts, Lightning Web Components (LWC), Visualforce, integrations, and platform customisation.
- Design and implement complex custom solutions, integrations, APIs, and enterprise-grade applications aligned with business and architectural requirements.

- Drive the adoption of Salesforce development best practices, coding standards, security principles, and platform governance frameworks.
- Collaborate with solution architects, business analysts, product owners, and stakeholders to translate business requirements into robust technical solutions.
- Lead technical design workshops, conduct impact assessments, identify solution options, and provide recommendations to support strategic decision-making.
- Develop and maintain CI/CD pipelines, deployment processes, source control practices, and DevOps capabilities to support efficient and reliable releases.
- Provide effort estimation, technical planning, and delivery oversight for projects, enhancements, and platform initiatives.
- Configure and extend Salesforce capabilities, including Flows, approval processes, security models, record types, dynamic forms, reports, dashboards, and custom metadata.
- Monitor platform health, performance, security, and scalability, proactively identifying opportunities for optimisation and technical debt remediation.
- Lead troubleshooting and resolution of complex production issues, ensuring platform stability and business continuity.
- Manage Salesforce security and access controls, including users, roles, profiles, permission sets, sharing rules, public groups, and organisational wide defaults (OWD).
- Create and maintain technical documentation, solution designs, deployment artefacts, and operational support materials.
- Mentor and support developers and administrators by conducting code reviews, providing technical guidance, and promoting continuous improvement.
- Partner with Salesforce, implementation partners, and external vendors to deliver innovative solutions and achieve business outcomes.
- Support data management, reporting, analytics, and integration strategies to enable informed business decision-making.
- Contribute to platform roadmaps, architectural decisions, governance committees, and continuous platform improvement initiatives.

WHAT YOU REQUIRE

- Minimum 5 years of application design and development experience
- Minimum 3 years of experience developing and customizing Salesforce.com application via web services, Apex, SOQL, Omniscript, Visual Force, Eclipse IDE, Data Loader, Reports and Dashboards
- Two plus years of working with clients and vendors developing solutions and supporting projects from requirements gathering to release management.
- Three plus years' experience in system administration, preferably with Salesforce
- Experience integrating Salesforce.com with other applications.
- Manage multiple assignments and deadlines.
- Experience in working within Project teams and timelines to meet delivery outcomes.
- Experience with Omnistudio deployment patterns is highly desirable

Behavioural Capabilities

1. **Leadership** – Fosters an open, honest, collaborative work environment in which continuously improves in service delivery and personal and professional development, to support strategic business outcomes, is normalised.
2. **Problem Solver** – You don't just fix a failed deployment; you find the root cause and automate the prevention.
3. **Interpersonal skills and teamwork** – Able to explain complex deployment risks to non-technical stakeholders. Passionate about coaching developers on better "Git hygiene" and coding standards
4. **Thinking and innovating** – Encourages divergent thinking and considers a wide range of information in the formulation of strategies to achieve transformational change for improved operations efficiency and service delivery.

Compliance Requirements / Qualifications

- Bachelor's Degree in either Computer Science, Cloud Computing, Mathematics, Computer Systems, or equivalent experience
- Four plus years' experience in Salesforce Developer environment or equivalent experience
- Experience operating in an environment supporting management, development and testing all at the same time
- Hand on experience designing, developing, testing, and deploying Salesforce codes through various agile stages.
- Salesforce certifications such as Salesforce Certified Administrator, Platform Developer I, Platform Developer II, Application Architect, System Architect, or other relevant Salesforce certifications are highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

This position is located in a workplace designated for Activity Based Working (ABW). ABW transforms the way we work. By creating flexible workplaces with a variety of different work settings, we are better able to support every kind of employee, their job function, and individual preferences for comfort and space.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally

Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Requirement to work overtime	Occasionally
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 (on roads, paths or nature strips)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
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	Occasionally

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 or work sites	Never

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