

POSITION DESCRIPTION

# POSITION TITLE: Application Manager

# 

# WORK UNIT: ICT

**3. RESPONSIBLE TO: ICT General Manager**

# LOCATION: ACT

# PRIMARY RESPONSIBILITY:

As the ICT Application Development Manager, you will be typically responsible for:

* The quality, reliability, and support of Engineers Australia’s portfolio of production applications.
* Managing a team of application developers, testers, and application production support staff.
* Establishing and enforcing best practice methods for application development, testing, deployment & support.

# DUTIES

* Oversight in all phases of the application development lifecycle.
* Work closely with the ICT Solution Architect and ICT Business Analyst(s) in shaping the Solution Architecture and associated Project Brief for any upcoming application development project.
* Work closely with the ICT Project Office to appropriately staff approved ICT application development projects.
* Work closely with the ICT Information Security Officer to ensure application software is both secure and protects Customer and Staff personal data
* Work closely with the ICT Operations Manager to ensure Engineers Australia’s Dev/Test/Production Environments are appropriately configured to meet the required performance
* Understand EA’s usage of 3rd Party Software (e.g. Oracle & Salesforce) and manage 3rd party discussions with Vendor Staff
* Minimise the business impact of production defects, periods of reduced application availability or other application performance issues.
* Maintain good technical knowledge to provide direction to the development process.
* Evaluate the performance of individual team members, provide feedback, and prepare appraisals.
* Consult ICT General Manager on serious concerns and issues relating to application resource utilization.
* Proactive internal stakeholder communications

# REQUIREMENTS

# Essential:

* Relevant experience as an Application Development Manager
* Information Technology or Business Degree or equivalent
* Excellent verbal and written communications skills
* Demonstrated knowledge of IT service management principles, SDLC, emerging development and deployment methodologies including Agile, continuous integration, test driven development, release management and DevOps.
* Experience with the following technologies: Drupal/PHP, Oracle Middleware, Salesforce, Relational Databases, Enterprise Financial Systems, Enterprise Document Management Systems, Vendor APIs.
* Strong awareness and understanding of software technologies and applications, including cloud, SAAS and PAAS.
* Excellent knowledge of process improvement in redeveloping business processes.
* Explaining technical concepts and technologies to business leaders, and business concepts to the ICT workforce.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

# WORK HEALTH & SAFETY (WHS) OBLIGATIONS

As a worker for Engineers Australia, you must:

* Take reasonable care for your own health and safety in the workplace
* Take reasonable care that your acts or omissions do not adversely affect the health and safety of others in the workplace
* Cooperate with your employer about matters of health and safety
* Comply with any reasonable instruction and cooperate with Engineers Australia’s WHS policies and procedures
* Familiarise the broad meaning of ‘workplace’ in health and safety legislation and Engineers Australia WHS policies and procedures.

# COMMUNICATION AND RELATIONSHIPS

* The position will work closely with all areas of Engineers Australia to deliver identified services within agreed timeframes

# EXPECTED BEHAVIOURS

|  |  |  |
| --- | --- | --- |
| **Focus on Customers** | |  | | --- | | We are committed to delivering exceptional products, services and experiences for our members and customers.  We do this by:   * Caring about our members and customers, listening to them, and seeking to understand their needs * Helping our customers achieve their goals * Providing service excellence using our member’s funds prudently and in a sustainable way | |
| |  | | --- | | **Achieve Together** | | We are at our best when we collaborate and use our collective expertise.  We do this by:   * Working inclusively as ‘One Team’ to create a positive and enthusiastic culture * Valuing everyone’s contribution, respecting the uniqueness of individuals * Sharing information and ideas openly and broadly * Encouraging and supporting others to do their best |
| **Embrace Progress** | |  | | --- | | We actively seek out ways to improve through adopting ideas from our colleagues, customers, and the world around us.  We do this by:   * Staying informed in our ever-changing world * Being agile and adopting new and simpler ways of working * Actively coaching, mentoring and encouraging creative thinking * Accepting mistakes can happen and learning from them | |
| |  | | --- | | **Act with Integrity** | | |  | | --- | | We earn trust by being authentic and accountable.  We do this by:   * Doing the right thing, even when it is not easy * Giving and expecting our best, always * keeping our promises, saying what we mean and doing as we say * Communicating openly, honestly, and respectfully, being mindful of impact | |