

Position Description

Web Developer (full stack)

Purpose of the position

The Web Developer contributes to the development of creative and innovative technical solutions for the SATC folio of public facing websites and provides maintenance and support to our friendly marketing team.

| | | |
|------------------------|---|---------------------------------|
| Position Title: | Reports to: | Position Classification: |
| Web Developer | Digital Production Manager | Non-Executive Contract |
| Group / Unit: | Location: | Direct reports: |
| Marketing/Digital | Level 9, SA Water House, 250 Victoria Square | Nil |

Our Values

- Go Boldly** Be brave, back yourself and step outside your comfort zone
- Dig Deeper** Be curious, go the extra mile, and find new ways
- Share the Love** Be passionate, care for others and exceed expectations
- Can Do** Be optimistic, think positively and overcome any challenge

Essential Criteria

Qualifications

While formal qualification is beneficial, it is just as essential to have a passion for coding, **backed by digital agency experience.**

Skills, experience, and knowledge

- Must have experience working in a digital / web agency environment
- Expert level in
 - HTML5
 - CSS
 - Javascript
 - ASP.Net / C#
- Skills and experience with:
 - Integrating with third party APIs
 - Continuous Deployment / Integration best practice
 - Source control best practice (git – bitbucket)
- Creative
- ```
if (passion == coding){
 apply();
}
```
- Enjoy learning unfamiliar technologies
- Comfortable with changing requirements and situations
- Ability to work within a team environment and take direction as required
- Self-motivation and able to work without close supervision, within existing guidelines, procedures and policy
- Effective communicator who:
  - comments their code effectively
  - documents solution architecture and implementation
  - can get productive with legacy code
  - communicates with the broader team and teammates

## Desirable Criteria

**Skills, experience, and knowledge**

- Knowledge of and experience with:
  - frontend technologies (is preferred over backend).
  - Any of: Episerver, Sitecore, Umbraco, Kentico will be highly regarded but not essential. It is more important that you can pick up new technologies and are proficient in ASP.NET / C#
  - UI / UX design with a mobile first approach.
  - Microsoft Azure experience is beneficial
  - Jira and Confluence / bitbucket / Slack / Visual Studio
  - SA Government ICT standards
  - Web Content Accessibility Guidelines (WCAG)
  - Brand South Australia
- Knowledge and understanding of the tourism industry and the services it provides.
- Knowledge of Government organisations and services provided by other public sector agencies.
- A natural curiosity to find the root cause of problems

| Competencies              |                                                                                                                                                                                                                                                                                                    |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Analytical Thinking       | Secures relevant information and identifies key issues and relationships from a base of information. Relates and compares data from different sources and identifies cause-effect.                                                                                                                 |
| Problem Solving           | When confronted with a problem tries to understand the “bigger picture” and gathers appropriate information to consult with others and to come to a decision regarding the best possible solution.                                                                                                 |
| Creativity and Innovation | Creates new and imaginative ideas to work-related issues. Identifies fresh and novel approaches and shows a willingness to question traditional assumptions.                                                                                                                                       |
| Attention to Detail       | Accomplishes tasks through concern for all areas involved, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time. Establishes and maintains systems and processes which produce a consistent outcome.                |
| Communication             | Speaks clearly and fluently in a compelling manner to both individuals and groups. Clear and concise written communication utilising the appropriate style and grammar for the reader.                                                                                                             |
| Teamwork                  | The genuine intention and interpersonal skills to work cooperatively with others, within and across the organisation. It includes respecting others, valuing ideas and diversity, supporting the team environment, and subordinating own objectives to the objectives of the organisation or team. |
| Time Management           | Organised and efficient in own work habits; plans and priorities time effectively; has tools and/or a system in place to prioritise tasks and keep track of promised actions and important deadlines.                                                                                              |

## Key Responsibilities

### Development

- HTML and CSS for websites. This may include complex solutions such as, for example, an itinerary planner, race results module, or event calendar.
- .NET based CMS module design and development
- Build and maintain third party API integration for services such as ATDW (Australian Tourism Data Warehouse), ECAL, TripAdvisor, Facebook

### Performance Measures

- Success delivering innovative, effective and standards compliant digital solutions on time and to specification.
- High level of customer and end user satisfaction with solutions.
- Robustness of developed solutions

### Technical Platform Support and Maintenance

- Enable the delivery, maintenance, improvement and development of the SATC's websites and other digital marketing platforms through the effective architecture and deployment of relevant technologies.
- Technical support of digital marketing platforms, content management systems, and other applications.
- Ensure website uptime stays within agreed limits (some out of hours work will be required from time to time)
- Respond to site outages promptly and effectively (some out of hours work will be required from time to time)

### Performance Measures

- Website uptime / downtime
- Websites and applications are fit for purpose, supportable and have the required levels of security, performance and availability.
- Initiative demonstrated in identifying and solving technical problems.

### Advice, Monitoring and Planning

- Provide creative and effective technical advice, address problems.
- Monitor and report system performance and ensure service provider compliance with agreed service levels.
- Ensure the implementation of website tracking services as required.
- Develop and/or ensure the maintenance of user and system documentation, and business continuity and disaster recovery plans.

### Performance Measures

- Consistent and regular reporting on development progress and service status.
- Business continuity and disaster recovery plans are current, and procedures regularly validated.

### **Customer service**

- Provide responsive, professional, and courteous customer service.
- Ensure customers are kept informed and their expectations are managed.
- Work well with other groups as a leader and a contributor to set SATC marketing direction.

### **Performance Measures**

- Professional and productive working relationships with internal and external key stakeholders at all levels.
- Timely reporting.
- Services, process, and outputs are continuously improved using customer feedback.

### **Organisational Contribution/Safety Awareness**

- Adhere to SATC policy and procedures on all matters relating to health and safety.
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions.
- Follow the principles of a sustainable working environment by following organisational greening initiatives

### **Performance Measures**

- 100% commitment to Work Health and Safety (WH&S).
- 100% attendance in relevant WH&S training.
- Ensure knowledge and appropriate application of WH&S procedures and policies.

### Special Conditions

- The appointment will be subject to a 6-month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake an employment screening check
- Out of hours work, intrastate and interstate travel may be required.