

**POSITION DESCRIPTION –MARCH 2024**


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**POSITION TITLE:** SOFTWARE DEVELOPER

**LOCATION:** FRCS HEAD OFFICE, SUVA

**REPORTS TO:** DEPUTY DIRECTOR ICT

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**THE ORGANIZATION**

The Fiji Revenue and Customs Service (FRCS) is a statutory authority established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our organizational Values are - One Organization; Leadership; Valuing Employees; Integrity; Results Focus; Partnership Development.

**POSITION PURPOSE**

The Software Developer plays a lead role in the system development and adoption of new processes and platforms that will lead the way in which FRCS ICT communicates, deliver services, provide information and engage with customers and stakeholders. The Software Developer role provides specialist technical expertise in the design, development and catalogue of System Integrations & platform for connecting applications, data and equipment, in a large and complex operational technology environment and rapidly growing information data eco-system. The Software Developer is responsible for collaboration in requirements definition, prototyping, design, coding, testing and deployment in adherence to the Software Development Life Cycle (SDLC) process.

With a strong focus on customer service, this dynamic role operates in a fast-paced collaborative environment, defining integration roadmaps & building internal capabilities to implement enterprise-wide continuous improvements making data more accessible to our business & clients.

**ACCOUNTABILITIES**

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p style="text-align: center;"><b>System Development &amp; Innovation</b></p>	<ul style="list-style-type: none"> <li>▪ Designs and builds new application including integration components and interfaces. Leads practical integration work under the technical direction of the system/service designer. May contribute to the overall design of the service. May define the technical criteria for product/component selection. Contributes to decisions about tools, methods and approaches.</li> <li>▪ Coordinates and manages planning of the system and/or acceptance tests, including software security testing, within a development or integration project or programme. Takes responsibility for integrity of testing and acceptance activities and coordinates the execution of these activities. Provide advice and guidance on any aspect of test planning and execution. Defines and communicates the test strategy for the project.</li> <li>▪ Analyses the implications of the context of use for system development. Describes the user/ stakeholder objectives for the system, and identifies the roles of affected stakeholder groups. Defines the required behaviour and performance of the system in terms of the total use experience (e.g. in the form of scenarios of use), resolving potential conflicts between user requirements, (e.g. between accuracy and speed). Specifies measurable criteria for the required usability of the system.</li> <li>▪ Combines understanding of business requirements, with knowledge of digital trends, to create concepts that are both user-centred and competitively</li> </ul>

	<p>differentiating. Facilitates the generation of new concepts and ideas and illustrates concepts with impact.</p> <ul style="list-style-type: none"> <li>▪ Establishes and manages analytical methods and techniques, such as predictive analytics, enterprise decision support and web analytics.</li> <li>▪ Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, and compliance of the business services impacted).</li> <li>▪ Drafts and maintains standards and procedures for software component capacity management. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity and demand issues.</li> <li>▪ Creates design briefs for new web and digital projects or refreshes of existing projects. Develops visual user experiences across digital assets, working with project teams to present propositions and strategies. Captures multi-disciplinary requirements, and translates those requirements into user experiences, prototypes and final assets. Plans UX activities, building in time for iteration, user feedback and design changes, and articulating the costs and benefits of different design approaches.</li> <li>▪ Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Advises on the correct and effective use of system software.</li> <li>▪ Applies and maintains specific security controls as required by organisational policy and local risk assessments. Takes action to respond to security breaches in line with security policy and records the incidents and action taken.</li> </ul>
<p><b>Business Continuity &amp; Availability Management</b></p>	<ul style="list-style-type: none"> <li>▪ Produces software builds from software source code. Conducts tests as defined in an integration test specification, records the details of any failures, and carries out fault diagnosis relating to simple failures, reporting the results of the diagnosis in a clear and concise manner.</li> <li>▪ Develops strategies and set plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of application features and component availability, including the development and implementation of new availability techniques and methods.</li> <li>▪ Perform regular DR application testing procedures, source code review and maintenance for availability across all systems.</li> <li>▪ Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.</li> </ul>
<p><b>Asset Management</b></p>	<ul style="list-style-type: none"> <li>▪ Produces and analyses registers and histories of authorised assets and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software.</li> <li>▪ Promotes awareness of and commitment to asset control. Initiates assessment of consequences and risks arising from decisions to obtain, change or continue the possession or use of an asset, system or service.</li> <li>▪ Work with the Senior IT Service Engineer to develop the IT Inventory annual plan</li> <li>▪ Ensure the annual plan is implemented on a timely basis</li> </ul>
<p><b>Stakeholder Engagement &amp; Customer Service</b></p>	<ul style="list-style-type: none"> <li>▪ Work closely with the Solutions delivery and Service Desk teams and other key stakeholders to ensure change initiatives are effectively implemented.</li> <li>▪ Frequently engage &amp; communicate with customers to ensure service levels are being achieved and user experience is satisfactory.</li> </ul>
<p><b>Documentation</b></p>	<ul style="list-style-type: none"> <li>▪ Ensures that processes are documented and in place for consistent classification and management of system maintenance and configuration items, and for verification and audit of configuration records.</li> </ul>

	<ul style="list-style-type: none"> <li>Produces detailed designs and documents all work using required standards, methods and tools, including prototyping tools where appropriate.</li> <li>Ensures that resolved incidents are properly documented and closed.</li> <li>Ensures that documentation for system software is fit for purpose and current.</li> <li>Drafts and maintains procedures and documentation for application design and configuration. Manages source code repository and relevant build documentation.</li> </ul>
<b>Digital Transformation</b>	<ul style="list-style-type: none"> <li>Assess new and emerging technology that can increase effectiveness of the FRCS automation delivery.</li> <li>Contributes strongly to the business service knowledge management system. Manages the research and development of tools, processes and techniques.</li> <li>Work in close collaboration with the team to implement components of the Technology 5 year roadmap where this role is held accountable.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Provide mitigating strategies for technological risks where this role is held accountable.</li> <li>Work in partnership with the leadership team to address risks arising from the implementation of technology change initiatives.</li> </ul>
<b>Health, Safety, and Wellness</b>	<ul style="list-style-type: none"> <li>Ensure compliance with relevant Occupational Health and Safety (OHS) obligations.</li> <li>Support and participate in health, safety and wellness initiatives.</li> </ul>

## DELEGATIONS

Delegations are in accordance with Leadership Team L5 powers as set out in the FRCS delegations framework.

Staff numbers: Direct reports – 0

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## PERSON SPECIFICATION

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### ESSENTIAL

- Bachelor Degree in Computer Science, Information Technology, Engineering
- 7 years demonstrated industry experience in full stack development, owning APIs, UIs, and data stores. Operating software in data centers or cloud environments
- ITIL certification

### DESIRABLE

- Valid SAP, Java, MS C#, SQL and ASP.Net certification
- Business analysis, Project management (PMP or similar) certification

### PERFORMANCE COMPETENCY INDICATORS

As a leader in FRCS your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly to the Deputy Director IT on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report monthly to the Deputy Director IT on your leadership performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Leadership Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
<b>PROCESS IMPROVEMENT</b>	<ul style="list-style-type: none"> <li>Consistently good at identifying the necessary processes, and organising the right people to get things done</li> <li>Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources</li> </ul>

	<ul style="list-style-type: none"> <li>Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information in a useful manner</li> </ul>
<b>DECISION &amp; ANALYTICAL QUALITY</b>	<ul style="list-style-type: none"> <li>Utilises a mixture of analysis, critical thinking, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity</li> <li>Can use data mining techniques in discovering patterns in large quantities of data for further analysis and to reach sound conclusions</li> </ul>
<b>DRIVE FOR RESULTS</b>	<ul style="list-style-type: none"> <li>Can be counted on to successfully exceed goals and expectations, continually pushing self and others for results</li> <li>A self-starter who demonstrates agility in multi-tasking where this is needed</li> </ul>
<b>COURAGEOUS CONVERSATION</b>	<ul style="list-style-type: none"> <li>Is direct and honest in communication with others by providing timely, complete and “actionable” feedback (positive and critical)</li> <li>Takes a tough stand and faces up to problems with any person or in any situation when necessary</li> </ul>
<b>PRESENTATION, COMMUNICATION &amp; VISUAL ART</b>	<ul style="list-style-type: none"> <li>Effectively presents to a variety of audiences using visual communication methods as appropriate</li> <li>Commands attention and can read the audience, adjusting approach as needed</li> <li>Attempts to understand different interactive styles and adjust approach accordingly</li> </ul>
<b>LISTENING</b>	<ul style="list-style-type: none"> <li>Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees</li> <li>Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgments or acting</li> </ul>
<b>PROBLEM SOLVING</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods for trouble shooting, recognizing and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions</li> <li>Conducts high quality and honest analysis of information and data to aid in problem solving</li> </ul>
<b>SELF DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>Is personally committed to and actively works to continuously improve self</li> <li>Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>

## SOFTWARE DEVELOPER - Position Description