Role Description
Developer 2

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	261312
OSCA Code	273333
PCAT Code	1226492
Role Family/Function/Type	Digital, ICT & Technology / Software/Application, Development/Engineering / Developer
Date of Approval	September 2020 (update to 2026 capability Aug 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Contribute to the development, maintenance, testing, documentation and support of new and amended integration, software, web, and multi-media applications that facilitates the achievement of business outcomes and improves business efficiencies and processes through the leverage of technology to specified standards and procedures

Key accountabilities

- Undertake programming, testing, implementation and maintenance tasks that adhere to a software development life cycle methodology to meet service delivery outcomes
- Complete detailed documentation outlining the results of tests to inform the preparation of future application documentation and reduce the impact of application defects
- Prepare system specifications and carry out system testing in accordance with test strategies to ensure compliance
- Construct process and/or equipment recommendations to improve the effectiveness and efficiency of test programs
- Provide application support and assist with problem resolution to help minimise the impact of application related service outages to optimise service delivery
- Respond to customer feedback and insights and contribute to ongoing improvements to products and service delivery

Key challenges

- Develop and maintain currency of understanding of the organisation's range of applications and impact of new developments and technologies
- Balancing competing demands in dynamic and complex working environment

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions • Provide recommendations and inform through reporting any sensitive and emerging issues • Participate in meetings and discussions to share information and provide input and feedback
Work team	• Work collaboratively to contribute to achieving organisation's business goals • Participate in meetings to obtain the work group perspective, share information and provide input and feedback
Customers/Stakeholders	• Resolve and provide solutions to issues • Receive Business Requirements Specifications and provide feedback on performance of testing

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Relevant reporting line manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

Tertiary qualifications in Information Technology or related discipline, and/or equivalent experience.

Essential requirements

- Appointment and ongoing assignment may be subject to restrictions and the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and/or related policies

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate
	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Programming/software development** Developing software components to deliver value to stakeholders	• Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts. • Applies agreed standards, tools and security measures to achieve a well-engineered result. • Monitors and reports on progress. Identifies issues related to software development activities. Proposes practical solutions to resolve issues. • Collaborates in reviews of work with others as appropriate.	Level 3 - PROG
SFIA	**Functional testing** Assessing specified or unspecified functional requirements and characteristics of products, systems and services through investigation and testing	• Designs detailed functional test cases and scripts, covering various scenarios and boundary values • Actively participates in requirement and design reviews, refining test plans based on insights gained • Undertakes structured exploratory testing to investigate and verify functionality • Prepares test data, configures environments and automates repeatable tests. Executes tests, logs defects with detailed information and analyses results to assess system functionality.	Level 3 - TEST

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational

Occupation specific capability set

Capability group/sets	Capability name	Description	Level
SFIA	Systems design	Designing systems to meet specified requirements and agreed systems architectures	Level 4 - DESN