

JOB DESCRIPTION

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| Job Title: | Senior Web Developer |
| Division/Team: | Statistics for Development Division (SDD) Statistics Infrastructure and Dissemination (SID) |
| Location: | Noumea or Suva |
| Reporting to: | Manager Statistics Infrastructure and Dissemination |
| Number of Direct Reports: | None |
| Purpose of Role: | Design, develop and maintain web platforms managed by the Statistics for Development Division, Including significant integration with the Pacific Data Hub. Support web development across SPC and provide technical assistance to SPC's 22 member countries and territories. |
| Date: | May 2024 |

Organisational Context and Organisation Chart

The **Pacific Community (SPC)** is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 member countries and territories. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 20 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, geoscience and agriculture.

The **Pacific Data Hub (PDH)** is a regional public good led by SPC that provides a single authoritative point of entry for data about the Pacific and a vehicle for investment in a sustainable regional data infrastructure.

The **Statistics for Development Division (SDD)** comprises 20-35 long term staff within the Pacific Community (SPC). Its key objective is for the region to meet the outcome set out in the 2022-2030 Pacific Statistics Strategic Framework:

“Highly competent and sustainable national statistics systems that meet national and international statistics needs for evidence-based policy, planning and monitoring”.

The SDD is organised in three professional/technical teams. These are:

- Statistics leadership, governance and use
- Statistics collections (including census, survey and administrative data)

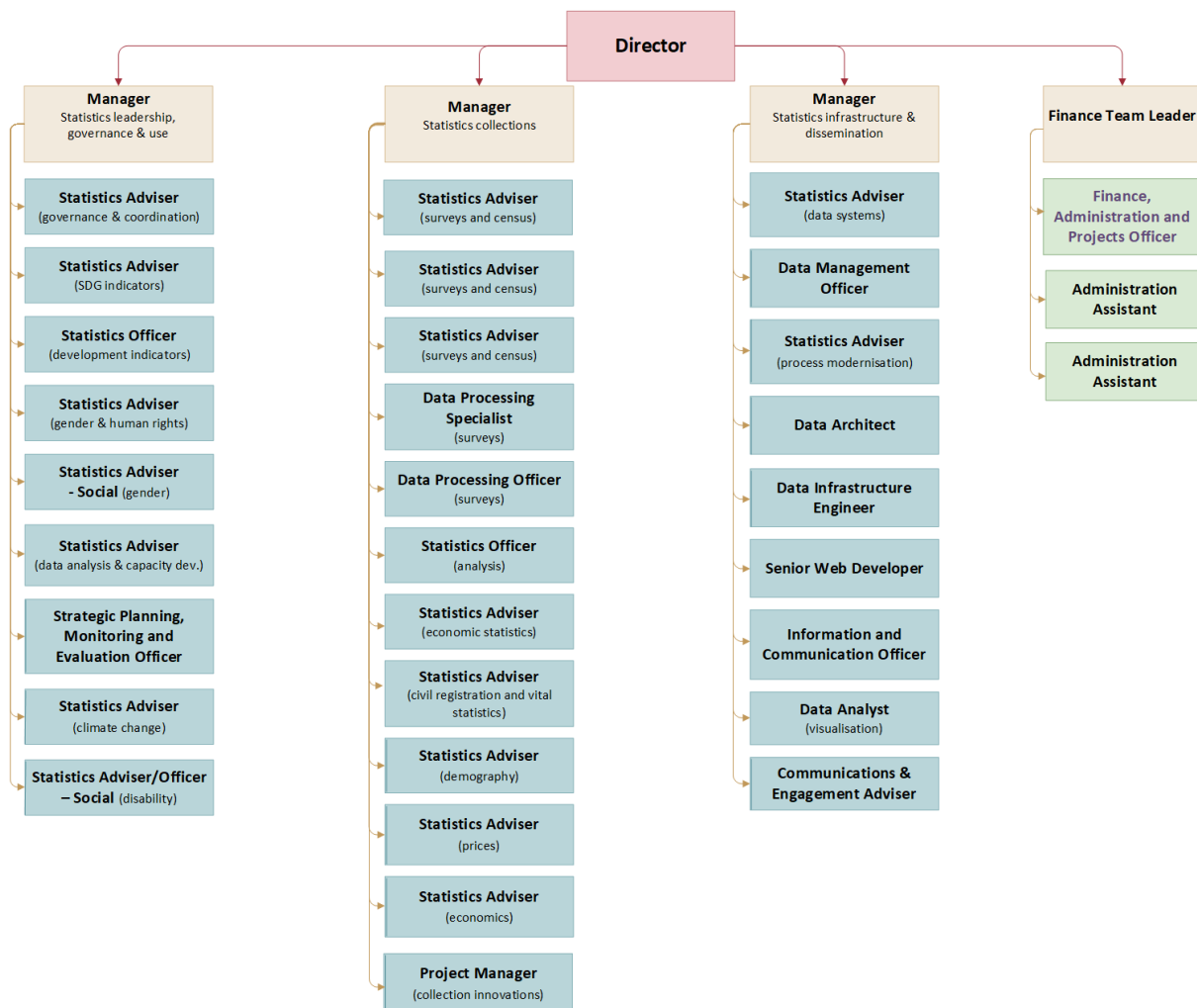
- Statistics infrastructure and dissemination

Each professional/technical team is led by a manager accountable for staff and other resources to deliver results against their work program. A fourth, small team is responsible for office management, finances and administrative support.

All teams work in close cooperation with each-other and support each other to meet their objectives. In addition to their work programmes, managers are held accountable for delivery against SDD’s “ways of working” objectives, which may change from time to time but in late 2022 were:

- Develop a high performing Division that works as a team
- Mainstream good modern data practice
- Strengthened engagement and partnerships with donors and stakeholders
- Make the most of available resources

Statistics for Development Division organisational chart
(items with red sidebars are possible future expansion)



Key Result Areas (KRAs):

The performance requirements of the Key Result Areas are broadly described below

| Jobholder is accountable for | Jobholder is successful when |
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| <p>KRA #1 Ways of working (10%)</p> | <ul style="list-style-type: none"> • Demonstrable contribution is made as an individual and team-member to the organisational or 'ways of working' objectives in the division business plan. These include: <ul style="list-style-type: none"> ○ Provision of support to increase the adoption of GitHub within SDD for source code management and business process modernisation. ○ Supporting and collaborating with other SPC divisions to ensure sharing of web developments and expertise. ○ Participation in webinars/conferences on behalf of SDD/PDH. |
| <p>KRA #2: Web development and integration (35%)</p> | <ul style="list-style-type: none"> • SDD has a clean, modern, data and content driven Drupal website which follows SPC corporate styling. • Users are finding the information/data they are looking for on SDD's website and are being retained as future users because their needs are being addressed. User Focus Surveys, Google Analytics and "live chat" interactions data back this up. • Code/plugins are maintained to be compatible, up-to-date and safe from code vulnerabilities. • All software/platform updates are duly applied to limit vulnerabilities for hackers. • Customisations are implemented for the PDH Microdata Library (NADA) where necessary. • Drupal and WordPress plugins are developed and functioning as desired, often replicating similar functionality across the two content management systems. • New web development projects are successfully launched and appropriately managed (Requirements analysis, time management, budgeting, project management, documentation). |
| <p>KRA #3: Web server administration and management (20%)</p> | <ul style="list-style-type: none"> • A range of server environments (Cloudways, Vultr) are successfully managed in collaboration with SDD's Infrastructure Engineer. • Monitoring tools for up/downtime, performance and analytics are regularly consulted • All SPC-hosted Survey Solution servers, both for SPC and member countries, are successfully managed including creation and shutdown of servers; security management and critical support during field data collection activities. • WordPress (both multisite and single instance) environments are provided free of charge to members and successfully managed as required; legacy Joomla environments are maintained for the remaining few countries who have not yet transitioned to WordPress. • The PDH Microdata Library (NADA) server is well managed with regular upgrades installed and support provided to users regarding new features. <p><i>Note: SPC's ICT Unit provides server administration support where required including creation of new servers. Some of these tasks may eventually come under the direct responsibility of ICT.</i></p> |

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| KRA #4: Provide NSOs and partners with website technical assistance and training (35%) | <ul style="list-style-type: none"> National Statistics Office (NSO) websites/pages are operational and up to date for the majority of Pacific NSOs and address their needs, while encouraging improved access to data and statistics for decision making. Technical assistance is effectively provided for web admins, developers and dissemination specialists via video conferencing and collaboration tools, mentorships, local attachments and local or in-country workshops. |
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The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

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| <ul style="list-style-type: none"> Ensuring the SDD website is data and content driven and remains user-friendly and up to date. Developing and maintaining plugins for Drupal and WordPress in parallel and ensuring technologies used are fit for purpose. Providing technical assistance and capacity building to NSOs with different levels of web expertise and local IT support. Ensuring proper management of projects both internal and external to SDD including requirements analysis, time management, budgeting and documentation. Providing guidance and expert advice to partners and other SPC divisions Managing 30+ web servers for SDD, more than 15 NSO websites, and multiple simultaneous Survey Solutions instances which require real-time monitoring to ensure the timely conduct of censuses and surveys in the region. |
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Functional Relationships & Relationship Skills:

| Key internal and/or external contacts | Nature of the contact most typical |
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| Internal | |
| <ul style="list-style-type: none"> ICT and statistics professionals internally at SPC. SPC thematic programs Division directors and their technical staff | <ul style="list-style-type: none"> Giving/receiving information, advising, liaising, gaining cooperation Coordination of data sharing via APIs, documentation, negotiation Project coordination where website/dashboard external to SDD (but internal to SPC) requires development (this includes coordination of 3rd party vendors) Support best practice application of GitHub within the division taking including the review of peers' code. |
| External | |
| <ul style="list-style-type: none"> SPC member countries and territories' national statistical offices and key line ministries maintaining statistical functions CROP agencies Universities & research institutions | <ul style="list-style-type: none"> Technical advice, assistance and training Ongoing technical backstopping Agency coordination Represent program and SPC in regional and international fora regarding web-based data dissemination and database management. |

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| <ul style="list-style-type: none"> • Technical Partners (e.g. DFAT, MFAT, WB, UNFPA, UNDP, UNICEF, ABS, SNZ, PFTAC, Paris21, OECD) • Data Users – global, regional, national • ICT vendors and consultants providing ICT services to SDD and PDH | <ul style="list-style-type: none"> • Project coordination where website/dashboard external to SDD requires development (this includes coordination of 3rd party vendors) |
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Level of Delegation:

Routine Expenditure Budget: *None*

Budget Sign off Authority without requiring approval from direct supervisor: *None*.

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

| Essential: | Desirable: |
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| <ul style="list-style-type: none"> • Degree in computer science or a related subject • Professional technical qualifications in software development and maintenance | <ul style="list-style-type: none"> • Qualification in designing and conducting IT-related training courses |

Knowledge/Experience

| Essential: | Desirable: |
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| <ul style="list-style-type: none"> • A minimum of eight to ten years of demonstrated experience in implementation of medium- to large-scale web and desktop applications with a strong emphasis on standards and data exchange via API • At least eight years of demonstrated experience developing and managing Drupal and WordPress CMS's (including the development of plugins to connect to external APIs) • At least five years demonstrated experience developing web applications using ReactJS, JavaScript framework, PHP. • Experience working with relational databases such as SQL Server and MySQL. | <ul style="list-style-type: none"> • Experience working in a developing country environment, preferably in the Pacific Island region • Experience working in a National Statistics Office preferably in the Pacific region • SDMX-compliant database experience • Experience with other Internet and associated technologies, and website development tools. • Experience working with docker • Experience developing mobile applications |

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| <ul style="list-style-type: none"> • Experience undertaking system administration tasks with containerised software solutions • Experience working in a web-based data dissemination environment • Excellent project management skills – particularly in dealing with complex client IT/web requests/expectations. • Experience managing external vendors • Excellent oral and written communication skills. • Ability to work in a multicultural and multilingual environment • Ability to work innovatively and independently but in close collaboration with national and stakeholder partners on specialised technical issues. | <ul style="list-style-type: none"> • Experience with Geographic Information Systems (GIS) • Experience with modern host providers using integrated CI/CD • If anglophone, a working knowledge of French. If francophone, a working knowledge of English. |
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Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

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| Expert level | <ul style="list-style-type: none"> • Ability to setup, customise and maintain Drupal and WordPress CMS environments • Ability to develop in JReact/NextJS/JavaScript/PHP • Relational database management (MySQL) • Cloud server administration • Git/GitHub management |
| Advanced level | <ul style="list-style-type: none"> • Designing and conducting training courses • Project/task management using MS Project, Trello, Jira etc • How to optimise websites to improve the user experience. Experience using Google Analytics, Hotjar, tawk.to or other analytics/feedback tools. • Communication skills, including ability to provide succinct written technical reports • Interpersonal skills |
| Working knowledge | <ul style="list-style-type: none"> • Statistical data collection methods • SDMX |
| Awareness | <ul style="list-style-type: none"> • Understanding of functional/utilitarian links between data collection and utilization • SPC Rules, Policies and Procedures |

Key Behaviours

All employees are measured against the following Key Behaviours as part of Performance Development:

- Change and Innovation

- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanour
- Demonstrated high level commitment to customer service

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.