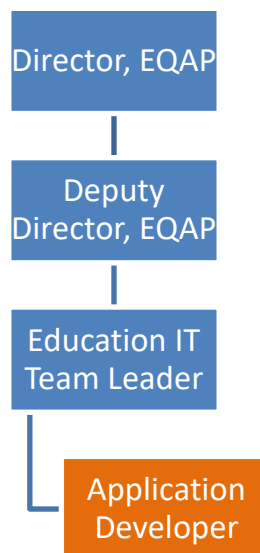




## JOB DESCRIPTION

<b>Job Title:</b>	<b>Application Developer</b>
<b>Division/Programme and Section/Project (if any):</b>	<b>Information and Communication Technology section - Educational Quality and Assessment Programme (EQAP)</b>
<b>Location:</b>	<b>Suva, Fiji</b>
<b>Reporting to:</b>	<b>Education IT Team Leader</b>
<b>Number of Direct Reports:</b>	<b>Nil</b>
<b>Purpose of Role:</b>	This position focuses primarily on technological evolution and improvement of core EQAP-wide applications. The incumbent will provide specific advice, project management, analysis, development and support for core systems and also contribute to other technical aspects of ICT activities.
<b>Date:</b>	<i>September 2024</i>

### Organizational Context and Organization Chart



### Key Result Areas (KRAs):

The position of Application Developer encompasses the following Key Result Areas and Major Functions:

#### Key Result Areas:

- **KRA#1:** Analyse and interpret user ICT requirements, in particular database and programming needs for existing and potentially new value adding applications.
- **KRA#2:** Learning Management System Maintenance and Enhancement
- **KRA#3:** Present options and recommendations for addressing user needs, with explanation of the implications of each option.

- **KRA#4:** Prepare, design and organise and coordinate training for EQAP applications or any other systems for EQAP staff and member countries.
- **KRA#5:** Direct and indirect support of ICT in SPC/EQAP member countries

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

<b>Jobholder is accountable for</b>	<b>Jobholder is successful when</b>
<p><b>KRA#1 (60%weight)</b></p> <ul style="list-style-type: none"> <li>• Identify requirements by establishing personal rapport with stakeholders.</li> <li>• Arrange project requirements in programming sequence by analysing requirements, preparing a workflow chart and diagram.</li> <li>• Design and implement an application for analysis and interpretation of results</li> <li>• Write and test a manual for the application</li> <li>• Provide ideas for system improvements</li> <li>• Participate in the development and use of endorsed SPC/EQAP project guidelines and standards and apply those techniques to manage, implement and deploy approved ICT projects</li> <li>• Contribute to work on other EQAP-wide applications</li> </ul>	<ul style="list-style-type: none"> <li>• All systems upgrades are implemented as scheduled with proper requirements, design and training documents completed.</li> <li>• Software implementation and operation are aligned with EQAP strategic plan and end-user requirements.</li> <li>• Positive feedback on availability, security, and performance of implemented solutions.</li> <li>• Positive feedback from users and stakeholders on provision of support to solutions.</li> <li>• Positive feedback from project participants and stakeholders on the delivery of project management activities.</li> </ul>
<p><b>KRA#2 (15% weight)</b></p> <ul style="list-style-type: none"> <li>• Designing and building learning management systems based on Moodle</li> <li>• Perform design, configure, customize, and implement responsive and effective LMS systems</li> <li>• Integrate with plugins when required, write scripts to automate Moodle routines and processes.</li> <li>• Planning and implementing API integrations with third parties when required</li> <li>• Analyse business processes, and user requirements to establish Moodle</li> <li>• Support Moodle implementations and resolve any technical issues.</li> </ul>	<ul style="list-style-type: none"> <li>• All requested features developed in a timely manner.</li> <li>• Depending on the complexity of the issue, all issues should be resolved within 48 hours.</li> <li>• Ensure all the processes has been properly documented.</li> <li>• Access and training provided effectively enabling competent support staff</li> </ul>
<p><b>KRA#3 (5% weight)</b></p> <ul style="list-style-type: none"> <li>• Review, analyse and document priority business requirements identified by EQAP staff, business users and other essential stakeholders, and provide timely and appropriate recommendations and/or solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting documentation is timely updated.</li> <li>• Projects are on time and on budget.</li> </ul>
<p><b>KRA#4 (10% weight)</b></p> <ul style="list-style-type: none"> <li>• Participate in the preparation and delivery of training opportunities to enhance the knowledge and efficiency of EQAP staff and authorised guests, through the proper use of installed application systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Training is satisfactorily delivered in a timely and cost-effective fashion to the appropriate audience.</li> <li>• Positive feedback from the trainees and supervisors.</li> </ul>

<p><b>KRA#5 (10% weight)</b></p> <ul style="list-style-type: none"> <li>Participate in the review, development and deployment of direct or indirect technical ICT support to SPC/EQAP member countries and alliance partners in support of enhanced ICT services in Pacific Island countries and territories (PICTs)</li> </ul>	<ul style="list-style-type: none"> <li>Effective, efficient and innovative solutions advice is provided to stakeholders.</li> <li>Positive feedback from stakeholders.</li> </ul>
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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):**

<p>Requirements Analysis:</p> <ul style="list-style-type: none"> <li>- Understanding and translating complex business requirements into technical specifications.</li> <li>- Ensuring the software meets user needs while considering scalability, security, and performance.</li> </ul> <p>Architecture Design:</p> <ul style="list-style-type: none"> <li>- Designing scalable and maintainable software architectures.</li> <li>- Balancing trade-offs between various architectural patterns (e.g., microservices, monoliths).</li> </ul> <p>Coding and Implementation:</p> <ul style="list-style-type: none"> <li>- Writing efficient, bug-free, and maintainable code.</li> <li>- Selecting appropriate programming languages and frameworks for the project.</li> </ul> <p>Testing and Quality Assurance:</p> <ul style="list-style-type: none"> <li>- Developing comprehensive test plans and automated test suites.</li> <li>- Identifying and fixing bugs and performance bottlenecks.</li> </ul> <p>Database Design and Management:</p> <ul style="list-style-type: none"> <li>- Designing complex database schemas.</li> <li>- Optimizing queries and ensuring data integrity.</li> </ul> <p>Security Implementation:</p> <ul style="list-style-type: none"> <li>- Incorporating security best practices to protect against vulnerabilities.</li> <li>- Implementing authentication, authorization, and encryption.</li> </ul> <p>Performance Optimization:</p> <ul style="list-style-type: none"> <li>- Profiling and optimizing code for speed and resource efficiency.</li> <li>- Scaling applications to handle high loads.</li> </ul> <p>Version Control and Collaboration:</p> <ul style="list-style-type: none"> <li>- Using version control systems like Git for collaborative development.</li> <li>- Managing code merges and conflicts in team environments.</li> </ul> <p>Documentation:</p> <ul style="list-style-type: none"> <li>- Creating thorough documentation for code, APIs, and processes.</li> <li>- Ensuring knowledge transfer for future maintainers.</li> </ul> <p>Continuous Integration and Deployment (CI/CD):</p> <ul style="list-style-type: none"> <li>- Setting up automated build, test, and deployment pipelines.</li> <li>- Maintaining a reliable and efficient deployment process.</li> </ul> <p>Problem Solving:</p> <ul style="list-style-type: none"> <li>- Debugging complex issues that may not have obvious solutions.</li> <li>- Identifying root causes and implementing effective fixes.</li> </ul> <p>Adaptation to New Technologies:</p> <ul style="list-style-type: none"> <li>- Staying up-to-date with the latest programming languages, frameworks, and tools.</li> <li>- Evaluating and adopting new technologies when appropriate.</li> </ul> <p>Customer Interaction:</p> <ul style="list-style-type: none"> <li>- Gathering feedback from end-users and stakeholders.</li> <li>- Iterating on software to address user needs and concerns.</li> </ul>
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**Project Management and Time Management:**

- Estimating project timelines accurately.
- Managing priorities, deadlines, and unexpected setbacks.

**Code Review and Collaboration:**

- Participating in code reviews to maintain code quality.
- Collaborating effectively with team members on coding standards and best practices.

**Maintaining Legacy Systems:**

- Updating and enhancing existing software without disrupting functionality.
- Addressing technical debt and code maintenance challenges.

**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<p><b>External</b></p> <ul style="list-style-type: none"><li>• Client/Stakeholder Interaction</li><li>• Vendor and Third-Party Relationships</li><li>• Support and Post-Release Relationships</li></ul>	<ul style="list-style-type: none"><li>• Client Engagement: Building and maintaining positive relationships with clients or stakeholders by understanding their needs, managing expectations, and delivering value.</li><li>• Requirements Gathering: Proficiency in asking the right questions and gathering detailed requirements to align software development with client goals.</li><li>• Vendor Management: Interacting with external vendors or third-party service providers to integrate their solutions into the software ecosystem effectively.</li><li>• Negotiation: Negotiating contracts, service level agreements, and terms with external partners to ensure favorable outcomes for the organization.</li><li>• Support: Providing technical support to end-users, addressing issues promptly, and ensuring a positive user experience post-release.</li><li>• Continuous Improvement: Engaging with stakeholder to gather feedback and using it to enhance the software over time.</li></ul>
<p><b>Internal</b></p> <ul style="list-style-type: none"><li>• Team Collaboration</li><li>• Mentoring and Knowledge Sharing</li><li>• Cross-Functional Teams</li><li>• Management and Leadership</li><li>• Ethical and Professional Conduct</li></ul>	<ul style="list-style-type: none"><li>• Communication: effective verbal and written communication skills are essential for conveying ideas, discussing technical concepts, and providing updates to team members.</li><li>• Active Listening: The ability to listen attentively to colleagues, understand their perspectives, and incorporate their feedback into the development process.</li><li>• Conflict Resolution: Skill in identifying and addressing conflicts within the team to maintain a harmonious and productive work environment.</li><li>• Mentoring: Assisting junior team members by sharing knowledge, providing guidance, and helping them develop their skills.</li><li>• Knowledge Sharing: Actively contributing to knowledge sharing within the team, documenting best practices, and facilitating learning opportunities.</li><li>• Working with education specialist to integrate their expertise into software solutions.</li></ul>

	<ul style="list-style-type: none"> <li>• Leadership Skills: Leading teams, making strategic decisions, and providing vision for software development projects.</li> <li>• Project Ownership: Taking responsibility for the success of a project, including its planning, execution, and delivery.</li> <li>• Professionalism: Upholding ethical standards, maintaining confidentiality, and adhering to industry best practices.</li> <li>• Integrity: Building trust by being honest and transparent in all interactions, including reporting errors and issues.</li> </ul>
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**Level of Delegation:**

Routine Expenditure Budget: *nil*

Budget Sign off Authority without requiring approval from direct supervisor: *nil*

**Personal Specification:**

**Qualifications**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• A bachelor's degree from a recognized university in IT or programming</li> </ul>	<ul style="list-style-type: none"> <li>• A master's degree with IT/Programming from a recognized university</li> <li>• Experience in the field of educational assessment or similar field</li> </ul>

**Knowledge/Experience**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• 8 years' experience in applications development and in technical project management</li> <li>• Developed web applications using .Net framework.</li> <li>• Experience working with C#, Flutter, Angular, Python, Swift, SSRS, Microsoft SQL Server 2008 and later, Postgres, Linux, Azure, .Net, Moodle.</li> <li>• Good understanding of database architecture</li> <li>• Has a strong SQL experience</li> <li>• Proven verbal and written presentation and reporting skills in English.</li> <li>• Excellent problem-solving and organizational skills</li> <li>• Ability to work to a high degree of accuracy.</li> <li>• Demonstrated work experience with producing system and user manual documentations for deployed applications.</li> <li>• Demonstrated ability in the provision of user training and support, particularly for deployed applications.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience in scanning technology.</li> <li>• Experience working with SharePoint 2010 or 2013</li> <li>• Ability to work towards and meet multiple project deadlines</li> <li>• Ability to work as a team member in a collaborative work environment</li> </ul>

## Key Skills/Attributes/Job Specific Competencies

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

Expert level	<ul style="list-style-type: none"><li>• Positive professional attitude for the provision of high-quality service.</li></ul>
Advanced level	<ul style="list-style-type: none"><li>• A flexible approach and a willingness to assist with a variety of other tasks within the Secretariat.</li></ul>
Working knowledge	<ul style="list-style-type: none"><li>• A high level of interpersonal skills and cultural sensitivity.</li><li>• Ability to set priorities successfully working with minimal supervision.</li><li>• Ability to work within timelines and to respond to stakeholders needs immediately.</li><li>• Commitment to continuous improvement.</li></ul>
Awareness	<ul style="list-style-type: none"><li>• SPC Regulations and Policies</li><li>• Ability to work well with the Corporate Services team and with other Secretariat staff;</li><li>• Excellent oral and written communication skills;</li><li>• Ability to deal with confidential information in a professional manner;</li><li>• Ability to maintain confidentiality of information private to individual stakeholder and to maintain neutrality as a professional officer</li></ul>

## 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 demeanor
- 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.