

JOB AND TASK DESCRIPTION

Job Title: Developer
Division: Corporate Business Directorate
Grade: J

Reports To: Head, ITS section

General information

The Information Technology (ITS) Services section forms part of the Corporate Business Directorate and serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section contributes to the Secretariat's IT strategy and contributes to the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

The Support team's role is to ensure that the existing office and associated systems are fully functional at all times, therefore contributing to staff productivity and improving the quality of the Secretariat's output. The team is also involved in recommending and implementing new systems and upgrades as appropriate.

The team also plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications as well as supporting a network of desktops, servers and associated printers and peripherals.

Job Summary

The Developer is responsible for writing Software Code and APIs to support ongoing projects and activities within the Secretariat. The Developer reports to the Adviser, Data and Business Systems.

Key Responsibilities

- Code and test applications for in-house software programs.
- Debug code for existing applications based on immediate need.
- Conduct end-user training upon completion of software.
- Work with other IT staff to deliver solutions in response to operational requests.
- Implement systems in in-house production environment.
- Report issues and concerns immediately to supervisor.
- Troubleshoot system bugs and issues.
- Develop API platforms and micro-services.
- Document applications.
- Conduct training for end users on applications.
- Design robust databases for applications.
- Undertake database tuning tasks.
- Embed security mechanisms in developed applications.
- Contribute to identifying processes for automation.
- Provide occasional out-of-hours support.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Perform any other duties that may be required from time to time.

Person Specification

Education:

- A strong bachelor degree or equivalent in IT/Computing. Degrees in related fields such as Mathematics or Engineering may be considered.
- Certifications in database management.

Experience:

Essential

- At least two years' experience in developing and deploying web and mobile applications.
- Demonstrable skills in database design and analytics.
- Demonstrable skills in programming with R and Python.
- Demonstrable skills in development using CMS including Drupal, Umbraco and WordPress.

Desirable

- User Experience (UX) design skills

Skills:

- High personal standards of excellence.
- Demonstrated commitment to Commonwealth values.

- Excellent Verbal and written communication skills in English. o Interpersonal skills.
- Creative thinking and solution building abilities.
- Strategic thinking and operational planning capabilities.
- Analysis and synthesis skills.
- Numerically literate.
- Technologically savvy.
- Ability to work autonomously and in teams, and in a multi-cultural work environment.
- Demonstrated drive and initiative, a self-starter with a can-do attitude.

Competencies:

Respect for Diversity
<p>Works effectively with people from all backgrounds.</p> <p>Treats all people with dignity and respect. Treats men and women equally.</p> <p>Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.</p> <p>Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.</p> <p>Challenges others to rectify biases in behaviour, systems & process</p>
Communication
<p>Ensures information is communicated to and from the top level and filtered through the appropriate channels</p> <p>Communicates effectively with and gains understanding of top level stakeholders e.g. Heads of member states</p>
Planning & Analysis
<p>Effectively assesses and advises on major programmes / activities at a divisional level</p> <p>Balances focus in order to deliver both Commonwealth Secretariat and member states' goals</p> <p>Ability to interpret incomplete and/or ambiguous information</p> <p>Effectively analyses and assesses new or uncertain critical situations</p>
Adapting and Innovating
<p>Identifies opportunities to improve Commonwealth Secretariat structures, processes and/ or outputs, and influences others towards those goals</p> <p>Identifies with and considers member states' perspective and directs initiatives aimed at improving the services provided to them</p>
Adhering to Principles & Values
<p>Sets example and embodies Commonwealth Secretariat principles and values</p> <p>Demonstrably protects the reputation of the Commonwealth Secretariat</p>

Interprets and implements Commonwealth Secretariat principles and values

Leadership & Development

Mentors a number of employees at a senior level

Recognises the talent in the Commonwealth Secretariat, seeking to develop, support, and grow it

Directs the energy of the organisation towards a common goal

Provides an example to others by demonstrating moral courage in the face of challenging circumstances