JOB AND TASK DESCRIPTION

Job Title: Microsoft Programmer (Two Year Fixed-Term Contract)

Division: Trade and Debt Advisory Services Division - Debt Management Section

Grade: H

Reports To: Advisor & Team Leader (IT Systems)

General Information

The Trade and Debt Advisory Services Division is a major development co-operation instrument of the Commonwealth Secretariat, supporting the development efforts of member countries through technical assistance and capacity building. A significant part of the Division's work is of a consultancy and advisory nature, delivered through a combination of in-house and external expertise. The Division has two sections: the Trade Section and the Debt Management Section.

The Debt Management Section (DMS) provides an integrated package of technical assistance in debt management through policy advisory support, capacity building activities and provision of debt management solutions for strengthening and reforming debt management framework, policy and operations. Development and support in the use of the world-leading debt management software solutions comprise the provision of Commonwealth Secretariat Debt Recording and Management System (CS-DRMS) for recording of debt database and supporting back office functions which is used in over 60 countries globally; the recently launched public debt analytical tool – Commonwealth Secretariat Horizon based on a risk management framework; and the Commonwealth Secretariat – Securities Auctioning System (CS-SAS) for supporting operations on auctions of government securities. The Section also supports countries in the building up of a comprehensive and good quality debt database in CS-DRMS in line with best practice in debt data statistics and assists in the preparation of debt bulletins. Capacity building support is also provided to strengthen institutional and local capacity in debt management through the provision of hands-on training workshops and other distance learning programme on related areas in debt management.

Job Summary

DMS is led by an Adviser and Head and comprises Debt Management Advisers, Economist Analyst, Advisor & Team Leader (IT Systems), Business Analysts, Systems Development Officers, Programmers, Test Analyst and programme assistants. The section also engages external consultants from time to time.

Reporting to the Adviser & Team Leader (IT Systems) of DMS and working as part of a team of economists, debt specialists and IT professionals, the Programmer is responsible for the development and maintenance of the Secretariat Debt Management software in view of producing a quality product that responds to user needs. The job holder is also expected to provide technical support to clients.

Task Description

1. The main duties of the Programmer are as follows:

    - Take part in the analysis of user needs in consultation with DMS' Debt Advisors, Business Analysts, Systems Development Officers and other stakeholders;

    - Contribute, together with DMS' systems development officers, towards the elaboration of technical specifications and design of specific software components;

    - Participate in peer reviews of source code and other software artifacts;

    - Develop/code assigned modules or feature sets of the software;

    - Carry out unit testing and integration testing of new features or modifications to the software;

    - Participate, as part of the DMS IT team, in system and release testing of the software modules for conformance with user specifications, performance, security and other software quality attributes; logging all software defects in DMS' incident tracking system;

    - Document all development tasks at a technical level using available tools;

    - Document development tasks at a user level by writing appropriate help files using tools available;

    - Make recommendations on coding standards for in-house development;

    - Prepare and submit reports on work progress on a regular basis;

2. In the context of enhancing DMS software development activities, the programmer would also be expected to make recommendations on acquisition of appropriate development tools;

3. With a view of maintaining a good level of support, the programmer, whenever requested by the Advisor and Team Leader (IT Systems), would also attend to user support queries and participate in the prioritisation, diagnosis and resolution of support issues;

4. Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and the Secretariat's Gender Equality Policy.

5. Performs other duties as may be required from time to time.

Person Specification

Education

Degree in software development or any other degree acceptable to the

Secretariat with a major part relevant to computing.

Desirable: Microsoft Developer Certification.

Experience

Five years financial or business software development experience including:

i) Exposure to the project life cycle with good understanding of software development processes;

ii) Web based application development experience with Microsoft .NET Framework, C#.NET, ASP.NET, Silverlight; Visual Studio working environment;

iii) Strong SQL and Stored Procedure Programming skills, using Microsoft SQL/Server and ORACLE;

iv) Working knowledge of version control systems.

Desirable: (i) Working knowledge of Microsoft Sourcesafe version control system and

Aegis incident tracking system;

(ii) Proficiency using DevExpress components;

(iv) Knowledge of debt management;

Competencies

Respect for Diversity
Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Changes systems and processes when biases are identified |

Working with Others
Promotes team work and removes barriers to effective team working

Provides advice and guidance for others sensitively and where appropriate

Establishes ownership for relevant activities from the outset

Develops a wide network, including senior level contacts to facilitate activities and further own knowledge

Manages expectations of member states e.g. to ensure the alignment of what is requested and what Commonwealth Secretariat can offer

Demonstrates an ability to negotiate with and influence senior colleagues and contacts

Proactively liaises with other divisions, partners & third parties |

Developing & Applying Professional Expertise
Applies specialist knowledge to achieve anticipated results

Proactively identifies how to develop specialist knowledge

Presents self as credible to both internal and external contacts

Summarises/presents technical information in a manner that others can understand |

Acts as a technical advisor to others to facilitate achievement of desired outcomes

Uses specialist knowledge to bring an alternative perspective to a situation

Liaises with stakeholders to facilitate implementation of recommendations

Uses experience and advanced technical expertise to support others

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances

Decision Making

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

Leadership & Development

Mentors colleagues effectively e.g. by suggesting development goals and providing on the job coaching inter alia

Provides constructive feedback to team members and colleagues with confidence and sensitivity

Actively seeks feedback on own performance and acts to modify behaviours where necessary

Inspires others through own enthusiasm