

Manager Application Development

Group	Business Services Group	Team	ICT Development
Classification	Band 7/8	Job family	
Reports to	Senior Manager ICT	Direct reports	Up to 15
Position ID	P00057	Date approved	15/4/2019

The Manager, Application Development is responsible for leading the ongoing software development, integration and maintenance of information systems and applications at ACECQA with a primary focus on the National Quality Agenda IT System (NQA ITS). The position manages a development team to meet objectives whilst collaborating with other teams to contribute to the technical direction of the system. The position works closely with the operations team and business analysts to ensure specifications and changes are well documented and meet the needs of user groups. The position provides specialist technical and subject matter expertise to ACECQA and its sector stakeholders, including jurisdictional users of the NQA ITS.

About ACECQA

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent national authority that assists governments in implementing the [National Quality Framework](#) (NQF) for children's education and care.

ACECQA works with the Australian and state and territory governments to:

- implement changes that benefit children birth to 13 years of age and their families
- monitor and promote the consistent application of the [Education and Care Services National Law](#) across all states and territories
- support the children's education and care sector to improve quality outcomes for children.

ACECQA is an independent national authority based in Sydney. It is guided by a governing [Board](#) whose members are nominated by each state and territory and the Commonwealth. The Board is accountable to the [Education Council](#).

About the Business Services Group

The **Business Services** group comprises teams and employees with the following major functions:

- Human Resources responsible for recruitment and selection, HR policies and procedures, WHS, performance management, learning and development, workforce planning and payroll services
- ICT responsible for delivering effective services utilising information and technology to streamline internal and external operations, including the National Quality Agenda IT System
- Facilities responsible for infrastructure management, asset management, reception and building and maintenance
- Finance responsible for corporate budgeting, financial management, investments, procurement, accounts receivable and payable and receipt of fees

- Records and Information Management responsible for managing ACECQA's records and information in line with statutory obligations.

Business Services vision is to achieve excellence in the following:

- The delivery of efficient and effective financial solutions to support and promote ACECQA's plans
- The achievement of ACECQA's strategic objectives by providing high quality, reliable and secure technology infrastructure and planning
- The delivery of efficient and reliable online business systems to support the National Quality Framework
- Attracting, retaining and developing quality staff
- The provision of a safe and healthy work environment, ensuring value for money and compliance with all statutory obligations

About the Information & Communications Technology Team

The **Information & Communications Technology (ICT)** team is responsible for delivering effective services utilising information and technology to streamline internal and external operations including the National Quality Agenda IT System.

The team includes the following functions:

- ICT Operations – responsible for ensuring systems, infrastructure, support and IT equipment are functioning and responsive to business requirements including physical and operational security and compliance.
- ICT Projects & Reporting – responsible for managing stakeholder engagement, relationships, workshop governance, projects, training, forward work planning, ICT policies, procedures and reporting within the ICT team.
- ICT Development – responsible for building the technology solutions for ACECQA's business needs including the standards and practices related to software development.

Key Accountabilities

Team Management and Stakeholder Relationships

- Manage and lead a team of developers to meet work plan objectives.
- Provide direction, advice and guidance to the team to meet objectives and deliver enhancements in a timely way.
- Monitor and report on performance of team in line with performance development framework.
- Develop team work plans that take into account team capability, strengths and opportunities for development.
- Build relationships with internal and external stakeholders to understand their business requirements and to develop technical solutions to meet these requirements.

Technical Design and Development

- Identify areas of software process improvements to enhance the development capability.
- Deliver application solutions that meet business requirements.
- Develop and document systems ensuring optimal performance, security and compliance.
- Project manage release deliverables including critical fixes.
- Manage the technical architecture and application security. Documentation and Reports
- Manage software deployments including relevant documentation (data dictionary, release plans, release notes and summary).
- Document technical solutions to be understood by non-technical audiences.
- Project manage the programmes of works, specific projects, and specifications including contributing to the forward work plans of the team.
- Create internal team planning documents aligned to key deliverables.
- Prepare briefs, reports and papers and respond to regular and urgent requests for information and updates for the various internal and external stakeholders.

Maintenance and Support

- Drive problem resolution to identify, recommend, and implement process improvements.
- Monitor and record application defects to ensure system integrity. ☐ Coordinate efforts across interfacing systems and service providers to resolve system issues.
- Drive business continuity and disaster recovery design and planning activities to establish agreed upon requirements.
- Provide ongoing expert advice, guidance and technical support on a daily basis to vendors and senior management.

Key Selection Criteria

- Proven leadership and management experience and the ability to lead staff to be responsive, effective and to achieve outcomes.
- Demonstrated ability to communicate effectively with internal and external stakeholders, lead change, and exercise sound judgement.
- Exhibit a broad and in-depth understanding of the following:
 - Microsoft Dynamics CRM development, customisation, and administration
 - Developing web-based applications using C#
 - Integrating applications with Microsoft SharePoint
 - Microsoft SQL

- Demonstrated experience creating, developing and maintaining enterprise and business architectures within the technical environment.
- Highly developed knowledge and experience in project management within a software development environment and developing core business systems.
- Demonstrated knowledge of the software development lifecycle including change management principles.