

Position Description

Position Title	Software Engineer - Lead
Team	DevOps Services
Reports to	Manager – DevOps
Position Type	Full Time 1.0 (Permanent)
Location	Bendigo
Direct Reports	Nil

Bendigo Telco

Bendigo Telco was founded in the year 1999 by a group of Central Victorian businesses who recognised the need to challenge the existing regional telecommunications and technology landscape, which had been traditionally dominated by the large telecommunications companies. As such, Bendigo Telco was created to retain capital flows within regional communities, collaborate with businesses to create local technology capability and provide a customer service experience that is not obtainable from other service providers. These motives are as relevant today as they were when Bendigo Telco was established.

Our Purpose

Customer and Community Success – Our Commitment

Our Vision

To be your preferred technology partner

The Position

The Software Engineer – Lead, will provide contributions to team strategies, as well as providing guidance and mentoring to other members of the DevOps Service team where appropriate.

Our Software Engineers design, build, support, document and improve the systems supporting the staff and customers of Bendigo Telco. They enhance applications and processes by undertaking analysis, identifying opportunities for improvement, collating recommendations, designing applications, and implementing systems. Software Engineers are also responsible for operating and administering development environments and toolsets, as well as undertaking ongoing research and training to stay abreast of current technologies and best practices.

Duties and responsibilities:

Key Responsibilities	Performance Outcomes
Application Development	<ul style="list-style-type: none"> Analyse and identify needs by investigating problem areas, collecting user feedback, and building user stories to define scopes of requirement. Design, develop, and refine code to meet the scoped requirements, but also the relevant standards, policies and guiding principles of the development team, and the business. Deploy developed solutions into the required environments following the current deployment methodologies and company change management policies.
Support	Support, maintain, document and demonstrate new and existing in-house software solutions.
Initiatives	Provide analysis, design and development input into company initiatives where required.
Administration	Systems administration and maintenance of the application development environment, including but not limited to IDE, database, application hosting, DNS, deployment management, and source code repository.
Teamwork	Play a lead role in actively contribute to the running and evolution of the Development team through mentoring and guidance to the team, code reviews, peer discussions, policy and process development, standards and guiding principles, etc.

Key Performance Indicators:

Key Responsibilities	Key Performance Indicator:
Application Development	Code development that follows the defined processes and policy, and delivers quality incremental value with a minimum of leadtime
Support	High customer satisfaction with support for internally-developed systems through timely response, acceptance, fault finding and issue resolution.
Initiatives	Constructive contribution to projects and initiatives and timely completion of assigned tasks to meet the specified requirements.
Administration	Regular maintenance and monitoring of development infrastructure to proactively minimise downtime and performance degradation events.
Teamwork	Constructive and consistent peer contribution to team standards, processes, policies, code reviews and documentation.

Key selection criteria

- Experience with Application support, including documentation and training.
- Experience with Application design, development, testing and deployment.
- Experience with User Interface design and relational databases.
- Possess extensive general IT administration skills, and thorough knowledge of Microsoft applications.
- Demonstrated success working both independently and as a member of a team.
- Professional experience in customer service.

Qualifications & Experience

- Relevant Tertiary degree or industry certification(s) highly desirable.
- ITIL Foundation certification would be an advantage.
- Current Victorian drivers licence highly desirable.
- Experience administering Windows, IIS, MS-SQL, Azure and Power Platform would be an advantage.
- At least 5 years industry experience in application development with C# and ASP.NET, web application development, and development using relational databases and APIs.
- Experience serving as a technical lead throughout the full software development lifecycle, from conception, architecture definition, detailed design, scoping, planning, implementation, testing through to documentation, delivery, and maintenance.
- Some telecommunication/Service Provider industry experience would be an advantage.

Competencies

- Attention to detail.
- Effective and positive contributor when in a team.
- Analytical problem solver.
- Effective communication skills – strong written and verbal English
- Customer-service commitment
- Autonomous learner

Special Requirements

- Offers of employment are subject to the candidate undergoing a successful police check

Authorities

Employee Name	_____		
Employee Signature	_____	Date	_____
Next Level Name	_____		
Next Level Signature	_____	Date	_____