

Position Description

Position Title	Analyst Programmer
Department	Information Technology
Reports to	Platform Manager

Organisational context

The Community Telco model is a commercial franchise-based methodology business that supports prosperity and sustainability development for regional communities by aggregating local demand for services like telecommunications and meeting that demand through a local, community-owned company. The model captures capital that would be lost to the region and reinvests it locally, creating new jobs and opportunities. There are several Community Telcos all over Australia and the number is growing.

Based in Bendigo, Community Telco Australia provides the technology, processes, systems and know-how that enable Community Telcos to offer professional telecommunications services and a competitive range of products. We value and encourage innovation in our staff, and our systems and our product development.

Job summary

- The analyst programmer will collaborate with developers and designers in conceptualising and development of new software programs and applications.
- Will prepare appropriate documentation to support the software solutions that have been developed and provide training where necessary to franchises and support staff.
- Will liaise with network administrators, systems analysts, and software engineers to assist in resolving problems with software products or company software systems
- Must have sound business knowledge and be able to create efficiently designed solutions to business problems using available technology and resources.

Duties and responsibilities

- Assists the Senior Analyst Programmer in the creation of CTA's back-end systems IP.
- Work with the development team to document the design of new software systems and enhancements.
- Document code consistently throughout the development process, utilising accepted methodologies.
- Review the design, analysis, and code for quality and adherence to standards
- Respond promptly and professionally to bug/fault reports and provide 2nd/3rd level support to franchises where appropriate.
- Report weekly status to the project/program manager.
- Other duties as directed.

Key performance indicators

- High quality code production with minimal bugs.
- High quality documentation processes, oral and written communication skills.
- High level organisational skills to meet the delivery and performance targets for all relevant software development projects in the company.
- Timely delivery of all projects and tasks.
- Consistently liaise with other members of the team to develop high quality software.

Key selection criteria

- Ability to assess and maintain quality of programming structure, design, and coding.
- Ability to specify and develop computer programs using a range of programming languages and database systems.
- High level oral and written communication skills and ability to interact with customers, users and third parties as appropriate.
- Ability to communicate technical information to non-technical personnel
- Comprehensive knowledge of Business Systems and their relationship to the Businesses Commercial Success.
- Ability to thrive in a collaborative, dynamic fast paced environment that requires flexibility and capacity to manage multiple priorities.
- Strong team worker with highly developed planning and delivery skills.
- Ability to act independently and provide leadership at an advanced level of technical expertise.

Qualifications

- A tertiary degree in a field related to software development
- Minimum 2 years experience in system development in IT is mandatory and telecommunications industry experience highly desirable.
- Experience using the following languages and frameworks is highly desirable : C#, Microsoft.NET, ASP.NET, PHP and SQL Server
- Experience in Sugar CRM is also desirable.

Competencies

- Team member
- Quality assurance
- Business and IT problem solving
- Improving efficiencies
- Creative problem solving
- Training and development
- Goal setting and planning
- Communication, presentation and facilitation.
- Results oriented
- Sound Judgement