NATIONAL ENVIRONMENT AND PLANNING AGENCY

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	**Software Engineer**
JOB GRADE:	**Level 7**
POST NUMBER:	
DIVISION:	Corporate Management
BRANCH:	Information & Communications Technology
REPORTS TO:	**Manager – Business Process & Application Development**
MANAGES:	N/A

This document is used as a management tool and specifically to enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

_____   _____
Employee   Date

_____   _____
Manager/Supervisor   Date

_____   _____
Head of Department/Division   Date

_____   _____
Date received in Human Resource Division   Date Created/revised

Strategic Objectives of the Division/Branch:

The Corporate Management Division provides a portfolio of organization support functions to enable efficient operations of the Agency in executing its mandate and the achievement of its objectives. The Division comprises the following Branches:

Finance & Accounts Branch: is responsible for managing the financial affairs of the Agency establishing and maintaining sound financial controls, accounting systems and procedures in keeping with standard accounting principles and practices and GoJs standards and requirements.

Public Education and Corporate Communication Branch is responsible for providing public education and consultation support services to the divisions and branches as well as to coordinate the Agency's public relations programmes.

Information & Communications Technology Branch: is responsible for the ongoing operations and technical support of the agency's technology infrastructure to support operational management and delivery of its services.

Facilities Management and Operations Branch: provides property, security, transport and maintenance management; office services management; and records management services.

Public Procurement Branch: provides procurement management services and administers procurements.

Job Purpose:

Under the management and direction of the Manager – Business Process and Application Development, the Software Engineer is responsible for designing, implementing and maintaining features and functionalities of ICT solutions, websites and digital platforms, ensuring high-performance and availability. The Software Engineer manages all technical aspects of website development and partners with the Public Education & Corporate Communications Branch in content management.

Key Outputs:

- Software Code developed
- Software Design and Coding Documentation produced
- Applications maintained, modified and enhanced
- Applications tested and evaluated
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Technical advice and interpretation provided
- Individual Work Plan developed

Key Responsibility Areas:

Management Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;

- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.

Technical/ Professional Responsibilities

- Develops and maintains knowledge of the agency's ICT applications portfolio, development tools, and development procedures;
- Actively participates in the development and review of business and system requirements to obtain a thorough understanding of business needs to deliver accurate solutions;
- Develops high quality software code in accordance with established ICT standards and development guidelines;
- Produces technical documentation that accurately and thoroughly depicts the software design and code base;
- Confers with end users and various divisional representatives in resolving questions of programme/system intent, output requirements, input data acquisition, and inclusion of internal checks and controls;
- Performs programme maintenance, modifications, and enhancements to new/existing systems through programming, testing, documenting, and training users;
- Performs adequate unit testing and evaluation of application development work, ensuring requirements are addressed, basic functionality works, and errors are handled properly;
- Expeditiously troubleshoot application production issues that resolve the concerns without causing additional problems;
- Reviews and analyzes the effectiveness and efficiency of existing systems and develops strategies for improving or further leveraging these systems;
- Provides updates on work in progress, work completed, work planned, and issues potentially impacting the on-time completion or quality level of work;
- Works with stakeholders to gather and analyze project specifications and flow charts;
- Manages cross-functional and technical groups/committees to address the ICT operations of the agency as required;
- Partners with the Public Education & Corporate Communications Branch in content management for websites and related media platforms;
- Establishes and maintains effective working relationship with external service providers, customers, and other departments of the division;
- Assists with the training of staff in the use of computer hardware and software solutions;
- Keeps abreast of trends and developments in ICT and initiates/recommends their use where necessary to improve the work of the department/division.
- Remains current on ICT policies/programmes and related GOJ policies/initiatives to ensure compliance;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in ICT and Software Development initiatives.

Human Resource Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's

goals;

- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.
- Demonstrates and upholds the Agency's core values in personal and professional behaviours to minimize reputational risks and maintain the corporate image of the Agency.

Other Responsibilities

- The incumbent may, from time to time be assigned duties not specifically outlined within the job description but are, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Authority

- The position incumbent is authorized to:

  - Advises the agency on Business Analysis/Software Design principles and practices;
  - Recommends Business Analysis initiatives.

Performance Standards:

- Software code developed according to agreed standards and timeframes;
- Software design and coding documentation produced in keeping with agreed format/standards and timeframes;
- Applications maintained, modified and enhanced in accordance with best practices and agreed timeframes;
- Applications tested and evaluated by employing best practice and agreed timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed format, are accurate and submitted on time;
- Individual Work Plans developed in conformity to established standards and within agreed timeframes;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

Internal and External Contacts:

(i)   Internal

Contact (Title)	Purpose of Communication/Contact
Director, ICT Manager, Business Process & Application Development	- Provide advice and contribute to decision making; - Identify emerging issues/risks and their implications, and propose solutions; - Receive guidance and provide regular updates on key Software/Business Process

Contact (Title)	Purpose of Communication/Contact
	Analysis issues and priorities.
Senior Executives/Management in Divisions	- Develop and maintain effective working relationships - Collaborate, exchange information, provide strategic Software/Business Process Analysis advice, support and feedback
General Staff	- Develop and maintain effective relationships - Provide expert advice and exchange information

(ii) External Contact (required for the achievement of the position's objectives)

Contact (Title)	Purpose of Communication/Contact
MDAs	- Develop and maintain effective relationships; - Provides expert advice on Business Process Analysis matters; and exchange information; - Liaise on key ICT issues
Ministry of Science, Energy & Telecommunications & Transport Office of the Prime Minister -ICT Authority	- Develop and maintain effective relationships; - Receive expert advice; and provide and exchange information; - Liaise on key Software/Business Process Analysis issues.
Professional Affiliations	- Provides expert advice and exchange information; - Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	- Monitors TOR for goods and services and related interventions; - Exchange of information.
General Public	Collaborate on matters, exchange information, provide advice and seek feedback

Working Conditions

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and overseas to conduct site visits, study tours and to attend conferences, seminars and meetings.

Required Competencies:

- Good knowledge of information technology fundamentals and programming languages;
- Ability to gain detailed knowledge of in-house programming languages,

programme design and development procedures, turnover procedures, and housekeeping standards;
- Ability to perform analysis of straightforward system functionality;
- Ability to gain detailed knowledge of general system architecture and functionality, as well as detailed knowledge of specific sub-systems;
- Working knowledge of commonly used concepts, practices, and procedures as it relates to software development;
- Ability to effectively manage time while working on multiple assignments with/without guidance as to relative priorities of assignments;
- Ability to manage customer's expectations according to internal timeliness and commitments;
- Ability to take complicated or complex information and present it in a logical and concise manner;
- Knowledge of database design and file management techniques;
- Knowledge of network and operating systems including Window Server and desktop OS;
- Principles of project estimation and planning;
- Principles of project management, time management and problem solving;
- Ability to monitor and report on programme/project budgets;
- Good Knowledge of GOJ ICT systems (existing and emerging);
- Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendation for the modification or creation of legislation, policies and programmes;
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences;
- A high level of initiative and self-motivation;
- Demonstrated interpersonal and negotiation skills.

Minimum Required Education and Experience

- Bachelor's degree in software design, Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Three (3) years related experience in a Business Analysis or Application Development role.

    OR

- NVQJ Level 5 in software design, Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Three (3) years related experience in a Business Analysis or Application Development role.