

Position Description

Position Title:	IT Systems Developer (Mid-Level)
Department:	Technology Services
Reports To (Position):	Team Lead: IT Business Solutions
Function(s) directly reporting to this position:	N.A.
Primary work location:	Work from home/Hybrid/GRV Offices/Other

ORGANISATIONAL OVERVIEW

Greyhound Racing Victoria (**GRV**) is the statutory authority responsible for regulating, conducting, and promoting the sport of greyhound racing and greyhound welfare in our state.

The sport generates \$643 million in economic activity, returns over \$75 million in prize money, rehomes more than 2,600 greyhounds, and directly involves over 17,000 people.

Our vision is "Victorian greyhound racing is a vibrant, entertaining and thriving sport with animal welfare at its heart". The integrity of the sport and the welfare of greyhounds are both significant components of the strategic objectives of GRV.

POSITION SUMMARY (RESPONSIBILITY)

The **Mid-Level Full Stack Developer** is responsible for developing, maintaining, and supporting high-quality software solutions, contributing to both front-end and back-end projects that support critical business functions and operations. This role is split into two streams, each aligned with specific technology stacks:

- Stream One: Focused on Angular, Node.js, and TypeScript for front-end and back-end development.
- Stream Two: Specialising in C#, .NET Core, NHibernate and Azure cloud services.

Working collaboratively with cross-functional teams - including front-end and back-end developers, BA's, DevOps engineers, Testers and infrastructure - the Developer will play a key role in delivering consistent and reliable applications. They will be responsible for troubleshooting production issues, managing deployments, and ensuring adherence to quality standards across development and deployment phases.

The Developer will also actively contribute to planning and supporting complex IT projects, working within agile frameworks to ensure that software releases are secure, stable, and efficient. Streamlining integrations, optimising CI/CD pipelines, and implementing test-driven development practices are also part of the role's responsibilities. In addition, out-of-hours, on-call support may be required to maintain essential operational continuity.

With strong time management and prioritisation skills, the Developer will work effectively across teams to resolve incidents and manage updates, contributing to the seamless operation of digital solutions essential for the business.

FREEDOM TO ACT / DECISION MAKING (ACCOUNTABILITY)

- As a **Mid-Level Full Stack Developer**, this role is accountable for delivering high-quality, reliable code in alignment with GRV's policies, coding standards, and industry best practices. Operating within established GRV policies and procedures, the Developer will:
 - Develop and Maintain Code Quality: Produce efficient, defect-minimal code that aligns with GRV standards and supports critical applications and services.
 - Contribute to Strategic Initiatives: Offer insights and input into GRV's digital journey, supporting long-term goals and contributing ideas for innovation and improvement.
 - Stay Current and Recommend Best Practices: Continuously track technology trends and industry best practices, making practical recommendations where applicable.
 - Participate in Technology Discussions: Engage in team discussions on technology choices, providing relevant and insightful commentary to help steer technical direction.
 - Policy Compliance: Adhere to all GRV employee policies and procedures, ensuring that coding and application standards support the organisation's operations and objectives.
 - Budget Accountability: This role has no direct budget accountability but is responsible for efficient resource use in project delivery.

- This position does not include direct team leadership but plays a critical role in supporting and aligning with GRV's technical and strategic frameworks.
- Works according to the policies and procedures applicable to GRV employees.
- Applies the Rules of Racing and specific GRV policies and guidelines applicable to industry participants (registered persons).

KEY WORKING RELATIONSHIPS

EXTERNAL	INTERNAL
External consultancies, agencies and technology providers (where applicable)	IT Business Solutions Team
Clubs (where applicable)	IT Business Systems Team
Other greyhound authorities (where applicable)	Developers, Business Analyst and Testers
Greyhounds Australia and other jurisdictions (where applicable)	GRV Business Units (Business Owners/Project Managers)
	Other Developers and IT team members
	Manager: Technology Solutions
	Head of Technology (CDIO)

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
Leadership	<ul style="list-style-type: none"> • Provide technical leadership and motivation to junior developers and contractors, guiding them through best practices and fostering a positive team culture. • Offer support and mentorship to junior analysts, sharing technical expertise and reinforcing knowledge-sharing practices. • Proactively address skill gaps within the team by identifying training needs and encouraging continuous learning. • Make informed decisions to set precedents that align with team and organisational objectives. • Communicate a clear vision that engages the team and drives alignment with project goals. 	<ul style="list-style-type: none"> • Junior team members receive structured guidance and report increased confidence and performance improvements. • Skill gaps are effectively identified and addressed, with improvements noted in team skillsets. • Decisions align with team and organisational standards, setting clear, beneficial precedents. • Team engagement and motivation are evident in feedback and productivity levels.
Development Expertise	<ul style="list-style-type: none"> • Actively participate in the full software development lifecycle, including analysis, planning, design, development, and implementation of software modules. • Translate complex business requirements into efficient technical solutions. • Partner with product owners and subject matter experts to design advanced solutions that meet stakeholder needs. • Perform code reviews, providing constructive feedback to peers and junior developers, ensuring adherence to quality standards. • Participate in Agile Scrum ceremonies to promote collaborative development practices. • Collaborate with other teams to maintain quality standards across all technical deliverables. • Maintain accurate and accessible technical documentation for design and implementation details. • Troubleshoot, identify, and resolve issues promptly to support system integrity. • Write unit tests to achieve and verify code coverage goals. 	<ul style="list-style-type: none"> • Business requirements are accurately documented and delivered as technical solutions within scope and timeline. • Code reviews result in reduced errors and improved quality, with junior developers reporting increased competency. • Technical documentation is up-to-date, comprehensive, and accessible to relevant stakeholders. • Issues are addressed within the established SLA, with minimal disruptions to operations. • Code coverage goals are met, confirmed through consistent testing and quality assurance.
Project Delivery	<ul style="list-style-type: none"> • Contribute to the successful delivery of projects by providing high-quality technical components that align with project scope and objectives. • Ensure technical contributions support broader project goals and meet agreed standards. 	<ul style="list-style-type: none"> • Technical components are delivered on time, meeting project quality and scope requirements. • All contributions align with defined project standards, ensuring smooth project progression.
Support	<ul style="list-style-type: none"> • Provide in-office and out of office hours support for critical systems to support races and the business at GRV, responding to incidents with urgency and professionalism. • Prioritise production support tickets effectively to maintain operational continuity. • Keep stakeholders informed of incident or ticket progress through appropriate communication channels such as (but not limited to): Slack, Email, Manage Engine and Atlassian Jira during office hours, and Slack, Phone, or Text for after-hours support. 	<ul style="list-style-type: none"> • Support tickets are resolved within SLA timeframes, maintaining system reliability. • Stakeholders receive timely updates, reducing uncertainty during incident resolution. • Jira tickets are consistently updated, providing a clear record of actions taken.

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
	<ul style="list-style-type: none"> Regularly update Jira tickets with pertinent information for clear tracking and resolution. 	
Stakeholder Engagement	<ul style="list-style-type: none"> Establish and maintain effective relationships with team members, stakeholders, and other key personnel in a collaborative environment. Manage customer relationships and set expectations by developing clear communication processes to keep all parties informed on project outcomes. Identify and implement improvements to increase stakeholder satisfaction and drive service adoption. 	<ul style="list-style-type: none"> Stakeholder needs are identified and met promptly, fostering positive working relationships. Customer and stakeholder satisfaction is reflected in feedback and increased engagement.
Teamwork	<ul style="list-style-type: none"> Regularly attend and actively contribute to team meetings, sharing insights and supporting team initiatives. Contribute positively to IT function initiatives, promoting collaborative improvements and knowledge-sharing. Complete additional tasks as directed by Manager Transformation, Head of IT (CDIO) to support overall team goals. 	<ul style="list-style-type: none"> Contributions enhance continuous improvement initiatives within the team. Positive feedback from internal and external customers on collaboration and responsiveness.
Compliance	<ul style="list-style-type: none"> Ensure knowledge of relevant policies, procedures, guidelines, and work methods is actively maintained. Complete all mandatory and scheduled training as requested. 	<ul style="list-style-type: none"> GRV policy, procedures, and guidelines compliance. Mandated and scheduled training up to date.
Health, safety, and wellbeing	<ul style="list-style-type: none"> As an employee: <ul style="list-style-type: none"> Take care of your own health, safety, and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace. Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and GRV policies. Promote an open and active safety management and wellbeing culture. Maintain a safe working environment within your area of responsibility. 	<ul style="list-style-type: none"> Role model safe work practices always. Actively support and promote safety and wellbeing. Incidents, accidents, and hazards reported as soon as possible.
	<ul style="list-style-type: none"> As a leader: <ul style="list-style-type: none"> Provide coaching, feedback, and training to ensure that all your team members practically understand their obligations and responsibilities with workplace wellbeing and safety. Conduct regular audits of the workplace, checking for hazards and opportunities for improvement. Report and/or assist your colleagues to report accidents, 	<ul style="list-style-type: none"> Incidents, accidents, and hazards reviewed to minimise future risks. Work methods modified as risks identified. Safety audits completed and actioned.

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	injuries, and near misses as soon as possible.	

PERSON SPECIFICATION
Education / Qualifications
<ul style="list-style-type: none"> Tertiary qualification in Computer Science or a related field. Relevant certifications in software development, cloud technologies, or Agile methodologies are highly regarded. Proven experience in software development roles, particularly in full-stack development.
Attributes, Knowledge, and Skills
<p>Personal Attributes, being the behaviours and qualities needed to ensure success:</p> <ul style="list-style-type: none"> Strong appreciation for rules and regulations, with a commitment to compliance and best practices. Ability to maintain professional independence and clarity of thought under pressure. An advocate for organisational decisions, demonstrating alignment with strategic objectives. Excellent verbal and written communication skills, with responsiveness to stakeholder inquiries. Proven ability to collaborate effectively as a team player across various organisational lines. Transparent in actions and decisions, fostering a culture of collaboration and trust. <p>Knowledge, being the demonstrated understanding/application/delivery of:</p> <ul style="list-style-type: none"> Technical Knowledge: <ul style="list-style-type: none"> Strong proficiency in C# and .NET Core, with: <ul style="list-style-type: none"> Angular, Node.js, and TypeScript for front-end and back-end development <i>and/or</i> C#, .NET Core, NHibernate and Azure cloud services. A solid understanding of MVC architecture. Extensive experience with HTML, CSS, and JavaScript frameworks. Strong experience with MSSQL for database management and querying. Familiarity with Azure cloud services and deployment processes. Demonstrated experience with Continuous Integration/Continuous Deployment (CI/CD) practices. Experience in Agile methodologies and participation in Scrum ceremonies. In-depth knowledge of identity management concepts, including single sign-on (SSO), multi-factor authentication (MFA), and user provisioning (i.e., Okta, Microsoft). Experience with GitHub or equivalent version control platforms, including knowledge of Git commands and workflows. Development Focus: <ul style="list-style-type: none"> Develop, maintain, and support high-quality software solutions, contributing to both front-end and back-end projects that support critical business functions and operations. <ul style="list-style-type: none"> Stream One: Angular, Node.js, and TypeScript for front-end and back-end development and/or Stream Two: C#, .NET Core, and Azure cloud services. Desirable Knowledge: <ul style="list-style-type: none"> Exposure to the MEAN stack (MongoDB, Express.js, Angular, Node.js) is advantageous. Familiarity modern JavaScript frameworks like React. Knowledge of DevOps tools such as Github/Jenkins or equivalent for automated deployment. Knowledge, exposure, or familiarity with bespoke environments, mixed environments, and purchased products that integrate with an IT ecosystem. Technologies include APIs, CRMs, and ERPs like Dynamics 365 or others. Knowledge of Docker Familiarity with the greyhound racing industry.
<p>Skills, being the demonstrated ability to:</p> <ul style="list-style-type: none"> Stakeholder Management <ul style="list-style-type: none"> Effectively manage and engage with stakeholders to understand their needs and expectations, fostering collaborative relationships. Employ strong interpersonal skills to influence outcomes positively, ensuring alignment with project goals and organisational objectives. Analytical and Conceptual Skills <ul style="list-style-type: none"> Demonstrate strong analytical abilities to assess complex situations, break down concepts, and identify key elements that drive effective solutions. Utilize conceptual thinking to explore innovative approaches and provide strategic insights, leading to well-informed decisions.

- Problem Solving
 - Proactively solve problems by applying critical thinking and analytical skills to identify root causes and implement effective solutions.
 - Approach challenges with a creative mindset, considering various perspectives and potential impacts to achieve optimal results.
- Prioritisation and Organisation
 - Identify and prioritise tasks effectively to manage workloads and meet deadlines while maintaining high-quality outputs.
 - Exhibit exceptional attention to detail in all aspects of work, ensuring accuracy and thoroughness in deliverables.
- Customer Service Orientation
 - Maintain a customer service-oriented mindset, focusing on delivering high-quality solutions and support that meet or exceed stakeholder expectations.
 - Engage with clients and users to gather feedback and continuously improve service offerings, fostering satisfaction and loyalty.
- Time Management
 - Exhibit advanced organisational and time management skills, enabling the ability to balance multiple projects and responsibilities efficiently.
 - Apply effective planning and scheduling techniques to optimise productivity and ensure timely completion of objectives.

Inclusion, Diversity & Belonging Statement

GRV is committed to building a workplace that not only respects but embraces difference and sees diversity as an essential part of our success. GRV is an organisation that is driven by values and strives for a culture of inclusion where all people feel respected, valued, listened to, inspired and that they belong.

Position description accepted by:

NAME: _____ **DATE:** _____

SIGNATURE: _____