

REVERA POSITION DESCRIPTION

Position Title	Software Developer	Team	Cloud Automation
Location	Auckland	Reports to	Programme Manager – Cloud Automation
Direct reports	nil	Date	July 17

PURPOSE OF POSITION

The Software Developer position sits within the Cloud Automation team, which is responsible for all in house development of Cloud Automation services for Revera.

This is a technical role, where, the developer will be responsible for providing technical expertise for API services across Revera's portfolio in support of;

- CloudCreator development
- Product development projects
- Client engagements & projects (technology, transition, and automation).
- Providing BAU support for CloudCreator and associated automation, platform, and systems integrations
- Projects
 - Product development
 - Client engagements (technology, transition & automation)
- BAU
 - Continuous improvement initiatives
 - Enhance and support Cloud Creator platform
 - Documenting business rules and operational procedures

This positions entails someone with strong business and commercial acumen to clearly understand the business needs and objectives to further translate to billing business rules. For it to be developed and implemented in the environment for it to be aligned as per overall organisational objectives. This is a very customer focused and service orientated role aligned with IT industry's best practices and as per Revera's strategic vision and service objectives.

KEY ACCOUNTABILITIES

Service Delivery

- ✓ Must display strong business and commercial acumen to understand the business needs and objectives.
- ✓ Must display strong analytical skills in breaking down complex requirements for it to be developed.
- ✓ Designs and delivers outputs that meets or exceeds both business and client requirements.
- ✓ Must have strong .net skills.
- ✓ Experienced in developing REST API's.

- ✓ Assists in defining technical specifications, ensuring the security, performance and scalability of the environment is maintained.
- ✓ Provide Application Support Services to fulfil business and Client requirements as defined in the appropriate SLA/OLA's.
- ✓ Must have knowledge of Change management and release management processes to be adhered to.
- ✓ Excels in an Agile environment, working within a cross-functional teams of infrastructure specialists, developers, business analysts and testers.
- ✓ Independently identifies the root cause of problems, working across system boundaries to identify and implement solutions to these.
- ✓ Documents and maintains up to date operational documentation accurately.
- ✓ Strong knowledge of different methodologies such as SDLC/ Software development processes, Waterfall and Agile.
- ✓ Ensures organisations security processes and policies are adhered to.
- ✓ Ensure each billing and reporting database has adequate backup, redundancy and monitoring to ensure level of system availability, integrity, security and reliability.
- ✓ Support and provide inputs for continuous improvement of systems and platforms to ensure technology currency, enhanced operational efficiency and improved customer experience to improve Service Delivery at an efficient and sustainable cost.
- ✓ Contributes to the development and maintenance of the Revera Operational Strategy.
- ✓ Other reasonable duties and responsibilities as directed by Management from time to time.
- ✓ Experience in Angular JS is added value.

Relationship Management

- ✓ Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally.
- ✓ Acts with integrity by maintaining high standards of confidentiality, discretion and trustworthiness towards Revera and the customers.
- ✓ Builds productive and positive relationships with clients and reviewing performance reports, service improvements, quality and processes.
- ✓ Manages and collaborates with third party suppliers where appropriate and ensures their performance and provision of services and quality is in line with business expectations and enables Revera to meet or exceed service levels.
- ✓ Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations.
- ✓ Negotiates mutually acceptable solutions and resolves conflict constructively.
- ✓ Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience.

Team Work

- ✓ Cooperate and work with other members of the team in order to achieve team goals.
- ✓ Supports and explains decisions made by the Senior Leadership Team in all relevant forums and discussions.

- ✓ Support all working processes and encourages others to follow these processes. Provide constructive feedback on processes and works towards continual service improvement.
- ✓ Value personal learning and team membership and contribute positively to team dynamics.

Customer Service

- ✓ Analyses all issues and resolves to a high standard, or ensures the appropriate specialist team accepts responsibility for resolution, whilst maintaining overall accountability.
- ✓ Maintains close liaison with the customers and other Internal and external teams to ensure the Application Support services will meet the customer expectations on delivery.

General Management

- ✓ Contribute to Revera objectives
- ✓ Act as a source of expert information and advice in their area of specialisation for Revera
- ✓ Foster a safe environment by integrating safety and health into all aspects of work practices and places of work.

REQUIREMENTS OF ROLE

Qualifications and Experience

- ✓ Minimum 5+ years hands on software development experience designing, writing, debugging and testing object oriented code.
- ✓ Proven skills and experience with Microsoft technologies including C#, .NET framework and SQL Server. Expertise in ASP.NET, MVC , JavaScript, WEB API platform (REST).
- ✓ Excellent troubleshooting skills.
- ✓ Proven experience and knowledge of Microsoft SQL Databases including;
Queries (using joins, functions, pivots, etc.)
Function development
Replication/Always on
Integrations Services
Report writing
Reporting services
- ✓ Experience and knowledge of Process Automation.
- ✓ Run book development.
- ✓ Orchestration principals.
- ✓ Good understanding of security best practices.
- ✓ Experience in Agile methodologies.
- ✓ Experience in all aspects of the systems development lifecycle incl. design, testing and release.
- ✓ Understanding of infrastructure design and software deployments.
- ✓ Display good communication skills - written, verbal and presentation.

The ability to work in complex projects and environments. Ability to capture requirements from multiple sources and translate those into effective and high performing solutions.

REVERA EXPECTATIONS

- ✓ Act in Accordance with Revera FLIERS and Cultural values
- ✓ Demonstrate shared leadership
- ✓ Comply with Revera's policies and procedures at all times