

## **Information Systems – Software Developer – Southern Cross Ceramics**

This document is made available to provide prospective candidates with comprehensive information in relation to the advertised position. It is hoped that prospective candidates will be able to establish a clear idea and appreciation as to the nature, environment and expectations of the position to inform their application.

### **Area**

Information Technology

### **Reports to**

Information Technology Manager

### **Position Summary**

To develop, write and implement software as part of company-wide strategies that address and improve existing and potential issues in relation to all processes across Southern Cross Ceramics.

### **Brief of Role**

To Deliver in Full on Time (DIFOT) software solutions that will facilitate all processes across the company in an effective manner that supports the company's leading advantage and ensures an amazing customer experience at every touch point with the business.

### **Overview of Role**

- Under the direction of the information Technology Manager develop, write, manage and implement key software initiatives across the business that in accordance with the values of the company enhance the key strategies of the company specifically as they relate to:
  - Our People Learning and Growth Culture.
  - Internal Process Excellence.
  - Customer Value Proposition Market Growth.
  - Financial Performance.

### **Critical comment determining critical relationships and overall responsibility.**

- The role of a software developer is pivotal to the development and implementation of all information systems across the company. As the company continues to develop up to date processes that enable it to operate at the cutting edge in the Tile Industry and as an Australian Manufacturer there will be significant improvements in enhancing the company's competitive advantage and adding significant value to the end customer contributing to the growth of the company.

### **Responsibilities**

The key responsibilities of the role include:

- To develop an understanding of the objectives of the business, its processes, systems and its values.
- Breaking down critical business processes into clear well-ordered processes that not only define the processes in clear and simple terms, but also define the inter relationships within the business framework.
- Writing software to develop comprehensive business solutions to business problems.
- Under the direction of the IT Manager fully test software to ensure it performs in accordance with the software brief.
- Document and write accurate documentation in relation to the processes and procedures followed in developing software.

- Write user friendly manuals that assist in uses in operational processes and are suitable to facilitate training of staff.
- To critically review work to ensure relevance, accuracy and performance of work (Testing) prior to going live.

### Tasks

- Write new software and/or modify existing software to address and improve existing and potential issues in relation to all processes within all facets of Southern Cross Ceramics.
- To write in a number of software languages, however C# and SQL are mandatory
- Undertake software system testing, validation procedures and user conformance testing.
- Undertake software programming and documentation.
- Consult with relevant staff on project status, proposals, or technical issues, such as software system design or maintenance.
- Analyze information to determine, recommend, and plan installation of either new systems or modification/upgrading of an existing systems.
- Consult with staff to evaluate interface between hardware and software, develop specifications and performance requirements with a focus on resolution of customer issues.
- Design or develop software systems, using intuitive and logical analysis and modelling to predict and measure outcome and consequences of design.
- Prepare reports or correspondence concerning project specifications, activities, performance or status.
- Confer with relevant staff to ascertain the limitations and/or capabilities for data processing projects .
- Have the ability to analyse system capabilities and requirements.
- Work and support the coordinate and installation of software systems.
- Monitor functioning of equipment to ensure system operates in conformance with specifications.
- Advise and train users to use new software.

### Knowledge

**Broadly the knowledge required to fulfil the role of the Software developer are as follows:**

- Computer hardware and software systems, including applications, programming and networking.
- Practical application of technology, including applying principles, techniques, procedures, and equipment to the design, production and sales of various goods and services.
- High level of numeracy along with an understanding of a range of math processes and their applications.
- Basic business and management principles involved in planning, resource allocation and coordination.
- Strong written and interpersonal skills

### Technology Skills

**The following software systems are currently utilised within SCC, it is expected that the Software Developer role would be familiar and have the capacity to work in this environment:**

Software Language	Microsoft .Net (C#.net and VB.net)
Database reporting software Services	Microsoft SQL Server Reporting Service
Database reporting software	Crystal Reports
Database user interface and query software	Microsoft SQL
Electronic mail software	Microsoft Exchange Server
Enterprise resource planning ERP software	Microsoft Dynamics SL

Operating system software	Microsoft Server and PC software
Transaction server software IIS	Microsoft IIS and ASP.net
Web platform development software	JavaScript
Word processing software	Microsoft Word
Presentation software	Microsoft PowerPoint
Project management software	Microsoft Project
Spreadsheet software	Microsoft Excel
Office suite software	Microsoft Office
Data base user interface and query software	Microsoft Access

### **The person:**

- Experienced in working in an Information Technology “hands on” environment where there have been multiple tasks and duties.
- An innovative high achiever with a strong commitment to working with senior staff and supporting colleagues to achieve goals
- Capacity to provide detailed analytical support in addition to demonstrating timeliness in achieving key objectives;
- Excellent interpersonal skills and an ability to not only deal with people at all levels of management and within the overall organisation, but also to bring them along with the company’s vision.
- Up to date in relation to current trends and directions concerning IT process especially as it relates to a manufacturing environment.
- Understanding of processes related to maximising the effective manufacture, distribution and retailing of goods.
- Sound understanding of production, manufacturing, distribution and retailing systems especially as they incorporated within ERP.
- Appreciation of the processes associated with strategic planning thinking in relation to companywide principles and processes.
- Strong written and verbal communication skills will be required.
- The ability to work under authority and demonstrate an ability to meet timelines and directives.
- There is a requirement to embrace the principles associated with a value stream focus.
- To be fully aligned with company values and be strong advocate of the OEF principles, systems and tools.
- An understanding of lean principles is desirable - Note the incumbent will receive training in this area.
- Able to read material and summarise it into a form that less skilled operators can understand.

### **Characteristics:**

- Attention to detail being careful and thorough in completing work tasks.
- Analytical thinking so as to analyze information and using logic to address work-related issues and problems.
- Initiative requiring a willingness to take on responsibilities and challenges.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to manage with considerable variety in the workplace.
- Innovate, being creative with alternative thinking to develop new ideas for and answers to work-related problems.
- Self-Starter, guiding oneself with little or no supervision.
- Integrity honesty ethical and a high level of confidentiality.
- Tolerance and the ability to accept constructive criticism and deal calmly and effectively with the demanding situations and circumstances.

- Achievement/Effort and being prepared to be clear about establishing and maintaining goals and making a concerted effort to master and develop key tasks associated with the role.
- Cooperation with all staff and colleagues on the job and displaying a good-natured, cooperative attitude.
- Responsible with a willingness to manage projects and see them through to their conclusion
- Self-Discipline ensuring composure, in all circumstances and situations.
- To demonstrate concern for others and being sensitive to others' needs and helpful on the job.

#### **Relevant Background Experience;**

- Experience in working in a manufacturing “hands on” environment where there have been multiple tasks and duties.
- Demonstrated commitment to working with management, colleagues and new staff to achieve goals
- Capacity to provide detailed analytical support in addition to demonstrating timeliness in achieving key objectives;
- Excellent interpersonal skills and an ability to not only deal with people at all within the overall organisation.
- Enthusiasm, with the right attitude in order to succeed in this role.
- Up to date in relation to current trends and directions concerning manufacturing process especially as it relates to lean manufacturing principles.
- Knowledge of key facets relating to the manufacture and distribution of goods.
- An appreciation of business and management principles, training in a manufacturing environment and machinery and equipment including their operation and maintenance.
- An awareness of production and manufacturing systems especially as they incorporated within ERP.
- A broad and expansive perspective that will enable clear broad based thinking processes in relation to companywide principles and processes.

#### **Position Requirements**

- 1) All staff members will be required to have their photo taken for use in internal company identification and standards. This is in accord with company safety and security procedures. Staff identification photographs are used to mistake proof process and help people align with the company's value of ownership. The company will seek approval from staff if photos are used in other ways on a case by case basis, however the company does ensure that its actions are in accordance with Australian Privacy Laws.
- 2) The role requires the use of I2I software for time management, improvement activities, document control, KPI monitoring and other systems as deemed by the company.
- 3) In accordance with the company values it is a requirement in the workplace to live the SCC way and help setup our people for success to fulfil the company mission, vision and create a leading advantage in the market place.
- 4) A commitment to work in line with operator standard work. (This involves regular set/sequence of tasks throughout each day).
- 5) Hours of work are scheduled from 8 am to 4.30 pm Monday to Friday. The role will have times where there will be a need to work outside of these hours. The balance of time will be agreed with the IT Manager.