

## Report Developer / Technical Analyst

**EFT:** Full time, Permanent

**Portfolio:** Community Sector Products and Services

**Reports to:** Manager - Government Programs

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for nearly 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand. Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

### Job description

This role provides an exciting opportunity for a person with proven report development / technical analyst skills to perform a key function within the Community Sector Products & Services driving delivery of technology projects in the human services sector of various sizes with a broad range of new and existing clients.

Infoxchange supports a suite of online applications. This position is primarily related to implementing and supporting the SRS application and related products.

A primary responsibility of the role is the analysis, documentation and development of customer reporting and business intelligence artifacts. This includes configuration of reports (aggregated tables), lists (csv files and grids) and dashboard widgets (charts).



## Key working relationships

### Internal

- Manager - Government Programs
- Team Lead - Application Consultants (QLD)
- Solution Architect & Regional Manager
- Customer Engagement Team members
- Members of the SRS team, Systems and Applications Support teams
- Other Infoxchange staff

### External

- Customers and prospective customers of Infoxchange
- Suppliers of Infoxchange
- Partners of Infoxchange


## Key duties and responsibilities

- Identify customer reporting and data requirements using various methods including, but not limited to, interviews, requirements workshops and data and document reviews.
- Assessment of customer needs, including analysis of business processes and reporting requirements.
- Ensure reporting requirements are well documented using clear and concise language.
- Develop aggregate reports, list reports, grids and graphical objects using the application BI framework.
- Participate in data extract, data transform and data migration activities.
- Manage the schedule of work required to meet requirements. Includes liaising with internal and external stakeholders to set and manage expectations.
- Application testing
- Level 2/3 application support
- Other duties as requested by manager

## Key selection criteria

- Advanced SQL skills.
- Working knowledge of HTML, XML, JavaScript and JQuery.
- Demonstrated ability to analyse and document data and reporting requirements.
- Experience reviewing, debugging and validating complex reports.
- Knowledge and experience in data migration projects and ETL activities is desirable.
- Understanding and experience working with applications that utilize a complex relational architecture.
- Experience developing complex numeric and statistical reports, including consideration of complex business rules and data architecture.
- Demonstrated professional experience and tertiary qualifications relevant to the position.
- A good knowledge of, or previous experience of, working in the health and/or human services sector is desirable.

## Employment Conditions

- Located at the Infoxchange Brisbane office
  - Inter or intra state travel as required
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- Terms and conditions as per employment contract.
- Standard hours as per contract, with some flexibility required.
- Must complete a criminal records check.

