POSITION DESCRIPTION

Senior Technical Analyst

EFT:	Full time, Permanent
Portfolio:	Tech Services – QLD Software Development Team
Reports to:	Technical Analysis Team Lead
Reporting Line:	CEO > Head of Technology > QLD Software Development Manager > Technical Analysis Team Lead > Senior Technical Analyst
Location:	Brisbane

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 150 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 issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation we use technology to empower 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 (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are 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.

Read more about Infoxchange in our annual report at https://infoxchange.org/2020

About the role

The development team is responsible for the design, development, testing, maintenance, and optimisation of Infoxchange's multiple customer-facing and internal products. Our team is evolving rapidly and creating several new applications that employ the latest technologies.

This role provides an exciting opportunity for a person with proven technical knowledge and business analysis skills to be the bridge that connects business needs with software solutions.

You will be responsible for analysing business requirements and providing expert design input into Infoxchange's client management and referral system used by non-government and government human service organisations.

This role will involve working with other members of the online applications team, as well as external government and non-government stakeholders. The role will include analysis of requirements, development and documentation of solution designs, creation of development tickets, software design, supporting software development progress and supporting testing. The person will be part of a collaborative team including developers, project managers and application consultants. We are an inclusive team that reviews each other's output in order to continue to improve.

We have a passion for building high quality products within an empowering culture and making a positive contribution to society

Key Working Relationships

Internal

» Working closely with other members of the Technical Analyst Team, Software Development Team, Senior Software Architect and Product Owner

» Engage with development, system administration and other teams about new technologies/design ideas and trends.

» Staff

External

» Clients and partners of Infoxchange

Key duties and responsibilities

» Develop Solution Designs that communicate the design of new software solutions to key stakeholders.

» Create development tickets that communicate the key software development tasks required to achieve the outcomes of the Solution Design

» Conduct Requirements Analysis workshops with stakeholders to clarify business requirements and objectives

» Document software behaviour and architecture

» Provide feedback and insight on software improvement

» Support the development and testing teams during software implementation

» Report regularly to the Technical Analysis Team Lead and take direction from senior team members.

» Keep up to date with current industry and technology trends.

Key selection criteria

To succeed in this role at Infoxchange, you will have/be:

Essential

» Passion for web software development and design

» At least 5+ years of experience as a technical analyst in a professional environment

» Experience working closely with a software development team to design technical solutions and define software development tasks

» Solid business analyst experience including documenting technical specifications, preferably in relation to web applications.

» Advanced diagramming capabilities

» Understanding of Use Case specifications and analysing business requirements

» Good understanding of web application development including all phases of the SDLC and Agile delivery methodology

» Understanding and experience working with applications utilising a complex relational database architecture.

» Knowledge of the principles and practices to design User Interfaces that conform to industry-based and Australian Government Accessibility and Usability principles, practices and guidelines.

» Tertiary qualifications relevant to the position and/or relevant demonstrated professional experience.

» Excellent written and verbal communications skills.

» Ability to work in a team environment and effectively engage with internal working relationships, customers and partners

» Ability to accept constructive feedback and aim for constant improvement

» Appreciation for team outcomes

» Ability to set and manage priorities judiciously

» Excellent decision-making skills

» Superior analytical, evaluative, and problem solving abilities

» High-level of communication skills and interpersonal skills

» Keen attention to detail

» Energy and passion for the work, sense of fun and enjoyment for what can be achieved

Desirable

» Experience with

  > UML including: Use Case, Entity Relationship, Sequence and Activity diagrams and documentation

  > Designing for user experience and development of user interface designs.

  > A good knowledge of, or previous experience working in the health and/or community sector

> Working knowledge of HTML5 and CSS3

> Previous experience and/or education as a software developer

Employment conditions

» Located in Brisbane office

» Terms and conditions as per employment contract.

» Standard hours as per contract, flexibly orientated around 9am to 5pm

» Must complete a criminal records check.