

POSITION DESCRIPTION

Software Developer

EFT:	Full-time, (we are a flexible workplace and part-time will be considered)
Portfolio:	Technical Services/Development Team (VIC)
Reports to:	Development Team Lead – Service Directory and Search

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 180 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 VIC 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.

You will be responsible for delivering new and updated features in multiple applications through well-tested and clean code. You will advocate for high-quality code, good technical designs, and modern development practices.

We are an inclusive development team that uses lightweight agile processes to contribute to our codebases. We use issue tracking software to collaborate, review each other's code, and deliver to multiple environments via automated CI builds. We believe in automation over repetition and aim to make our code modular and reusable.

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

What you'll be working on

Infoxchange owns one of Australia's largest health and welfare service directories. With over 370,000 service across Australia, the directory has long been central to Infoxchange's business and social impact, acting as a pillar to many of Infoxchange software solutions for the community, and increasing individuals and communities. The directory data powers Ask Izzy, Infoxchange's award winning website that connects people in need with crucial services, as well as a number of Australian Government directories.

In times of crisis, such as the recent bushfires and the COVID-19 pandemic, the importance of the directory has been highlighted with searches for help rapidly growing to over 300,000 per month from people all across Australia.

Recognising the critical role of the Directory, the Executive Leadership Team with the support of the Infoxchange Board, have made a commitment to invest in the future of the service directory. To bring the future vision of the directory to life, Infoxchange is committed to building the right team to deliver this work.

The service directory product team cross-cuts a number of departments in Infoxchange and includes product and design expertise, technical expertise and importantly, understanding of our users and customers.

This is a unique opportunity to join a newly formed team at Infoxchange to shape the direction of our social impact, our implementation of emerging technologies and help people across Australia access vital services.

Key working relationships

Internal

- » Product Teams
- » Software Development Teams
- » QA and Business Analysts
- » System Engineers

Key duties and responsibilities

- » Being a part of a passionate team that develops modern fit for purpose applications and services to deliver positive social impact
- » Maintain existing products and services, including bug fixes and feature enhancements
- » Build efficient and reusable code and service components

- » Demonstrate rigour with design decisions, code reviews, and code quality
- » Identify and address performance bottlenecks
- » Optimise applications for maximum reliability and scalability
- » Identify opportunities for innovation in Infoxchange's suite of products and services
- » Help to identify and communicate development best practices and methodologies
- » Uphold and advocate for the values, beliefs, and principles as outlined in the *Technical Services Team Manifesto*

Key selection criteria

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

Technical

- » Good experience in fullstack web application development
- » Languages & frameworks: Python, Django (incl. Django REST Framework)
- » Experience in developing scalable and high-performing Restful APIs
- » Experience in web development with ReactJS or Vue
- » Experience with unit testing, TDD, and BDD
- » Understanding of SOA / micro-services / right-sized services
- » Cloud experience (AWS/Azure/Google Cloud)
- » Experience working with Elasticsearch
- » Experience working with Docker
- » Experience with CI/CD tools

Behavioural

- » Teamwork: collaborative, supportive, helpful, and celebrate the achievements of others
- » Interpersonal skills: ability to build rapport with others, resolve conflict, be empathetic and sensitive to the needs of others
- » Ability to motivate, empower, and teach others
- » Passionate about solving complex problems
- » Able to manage both technical and non-technical stakeholders
- » Strong written and verbal (including presentation) communication skills

Employment conditions

- » Located in Melbourne
- » Terms and conditions as per employment contract
- » Standard hours as per contract, with some flexibility required
- » Must complete a criminal records check

