



# Position Description

## Position Summary

<b>Position Title:</b>	<b>Systems Programmer – General Programming</b>
<b>Business Unit:</b>	Applications Team
<b>Reports To:</b>	Technology Manager
<b>Leadership Provided to:</b>	N/A
<b>Date Created:</b>	25 June 2008
<b>Review Date:</b>	June 2011

**Organisational Overview:**

Adam Internet delivers premier Internet services. Privately owned and locally operated, we have kept South Australians at the forefront of Internet connectivity for nearly 20 years. Adam Internet has achieved year on year growth by providing the best solutions at the best price for our residential, government and business customers.

At Adam Internet we believe the benefits of the Internet should be available to all South Australians, enhancing opportunities for entertainment, education, employment and business success.

Our vision is:

To be recognised as the leading Internet Service Provider of choice in South Australia - supplying the fastest, most dependable range of Internet, Voice and Video services at the best possible price”.

Our goal is to provide services to our customers built on:

- Speed
- Reliability and
- Value for Money

Adam Internet has adopted the following values that drive our behaviour as an organisation:

- Customer Service focus
- Innovative, determined approach to problem solving
- Willingness to take responsibility for own actions
- Commercial in thinking
- Team player at heart

**Adam Internet Employment Contract**

The terms and conditions governing an employee’s entitlement are those prescribed by Fair Work Act as amended. Your employment contract will document terms and conditions that are specific to your Job Role. The Adam Internet Policies and Guidelines provide additional information and guidance regarding your employment conditions at Adam Internet

**Position Purpose:**

The purpose of this role is to support the development and maintenance both internal and customer facing systems that improve the efficiency and reputation of Adam Internet and add value to the organisation.

The role also has a specific purpose of programming expertise to support development projects (e.g. AdamTalk, Naked DSL)

## Primary Outcomes and Accountabilities

Key Result Areas	Critical Tasks /Performance Measures
Develop New Systems	<ul style="list-style-type: none"> <li>To be identified in consultation with the Technology Manager and management</li> </ul>
Maintain, Develop and Upgrade Existing Systems	<ul style="list-style-type: none"> <li>AdamTalk front-end and back-end systems</li> <li>Naked DSL front-end and back-end systems</li> <li>Online application</li> <li>Invoicing and Payments</li> <li>Others to be identified in consultation with the Manager</li> </ul>
Troubleshoot System Problems	<ul style="list-style-type: none"> <li>Be available to support the Applications Team in its goal of ensuring system availability in excess of 99% for internal and external customers</li> <li>Take direction and actions based on Programming Supervisor's guidance and Eventum Task List</li> </ul>
Support of systems related to Accounting functions and processes	<ul style="list-style-type: none"> <li>Programming tasks related to the support and enhancement of bSystem</li> <li>Programming tasks related to the support and enhancement of on-line application and related on-line forms and processes</li> </ul>
Programming support for Adam Internet Projects	<ul style="list-style-type: none"> <li>Provide programming support for identified projects as directed by the Technology Manager and/or Management</li> </ul>

## Individual Competency Profile

### Knowledge, Skills and Experience and Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> <li>Proven skills in systems coding and development</li> <li>Minimum 12 months coding in an ISP environment</li> <li>Demonstrated understanding of programming languages</li> </ul>	<ul style="list-style-type: none"> <li>Tertiary qualification in IT</li> </ul>

**Required Behaviours**

<b>Adam Internet's Core Values</b>	<b>Key Behaviours</b>
Customer Service focus	<ul style="list-style-type: none"> <li>• Quickly establishes customers' needs, both internal and external</li> <li>• Provides workable solutions</li> <li>• Speaks with customers at their level of understanding</li> <li>• Treats all customers respectfully</li> <li>• Remains composed in difficult situations</li> <li>• Keeps commitments with customers</li> </ul>
Innovative, determined approach to problem solving	<ul style="list-style-type: none"> <li>• Gathers relevant information.</li> <li>• Analyses information necessary to resolve problem</li> <li>• Shows commitment to solving the problem</li> <li>• Looks beyond the obvious and doesn't stop at the first potential solution</li> <li>• Establishes requirements for follow-up actions &amp; sets time frames.</li> <li>• Maintains communication with customers.</li> <li>• Escalates problems to the appropriate resolution team if required</li> </ul>
Willingness to take responsibility for own actions	<ul style="list-style-type: none"> <li>• Accepts responsibility for his/her own work.</li> <li>• Accepts responsibility for work of his/her subordinates (if in a leadership role)</li> <li>• Doesn't blame others when things go wrong.</li> <li>• Confident to make decisions within his/her area of responsibility without referring to his/her boss</li> <li>• Approaches tasks with energy and drive, and a desire to finish.</li> </ul>
Commercial in thinking	<ul style="list-style-type: none"> <li>• Knows how business works.</li> <li>• Knows the competition.</li> <li>• Shows financial awareness.</li> <li>• Has an understanding of the industry in which we operate.</li> <li>• Has an understanding of the company's business.</li> </ul>
Team player at heart	<ul style="list-style-type: none"> <li>• Builds proactive and collaborative working relationships with all staff</li> <li>• Encourages other staff to participate and share their knowledge and expertise</li> <li>• Effectively utilises other staff's skills and knowledge, and proactively offers own expertise to staff</li> <li>• Sees the organisation's goals as important</li> <li>• Supports other team members in their work – helps share the load</li> <li>• Shows respect for all staff, their individual circumstances and personal values</li> </ul>

<b>Specific Job Competencies</b> <i>In addition to Adam Internet Core Values</i>	<b>Key Behaviours</b>
Developing knowledge of PERL/PHP/JavaScript/HTML/MySQL and other possible programming languages	<ul style="list-style-type: none"> <li>• Ability to comment code and make code as clean and as modular as possible</li> <li>• Adhere to any coding standards proposed by Adam Internet</li> <li>• Follow the appropriate development cycle</li> <li>• Repeatable results and consistent thinking</li> <li>• Documentation prepared for procedures, deviations (if any) from specifications and API's</li> <li>• Ability to identify and use programming resources to build on individual knowledge and troubleshoot systems</li> <li>• </li> </ul>
Ability to show creativity with programming challenges	<ul style="list-style-type: none"> <li>• Think outside the box</li> <li>• Bounce ideas off team members and/or fellow peers</li> <li>• Ability to identify and improve weaknesses or inefficiencies within systems</li> </ul>
Ability to communicate with all levels of Staff within Adam Internet with varying degrees of technicality	<ul style="list-style-type: none"> <li>• Good verbal skills; the ability to say 'techno-babble' to fellow team members but able to lay down an issue in 'laymans' terms if required</li> <li>• Follow appropriate procedures for the reporting of project updates, as well as proper issue reporting</li> <li>• The ability to keep reports (through Eventum for example) and comment code appropriately</li> </ul>
Ability to give and receive feedback	<ul style="list-style-type: none"> <li>• Provides feedback to others that is specific and non judgemental</li> <li>• Responds to feedback from others in an open manner – seeks to understand the other person's thoughts and perceptions</li> <li>• Actively engages others in problem solving to achieve best/best outcomes when giving and receiving feedback</li> </ul>
Self Management	<ul style="list-style-type: none"> <li>• Has a clear perspective on current priorities</li> <li>• Manages time effectively to meet deadlines</li> <li>• Maintains work life balance at practical levels</li> <li>• Manages own stress levels in an appropriate manner</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Ability to communicate effectively with people at all levels</li> <li>• Ability to effectively communicate with customers, corporates and internal</li> </ul>

### Special Conditions

<ul style="list-style-type: none"> <li>• Flexible approach to work</li> <li>• Flexible working hours – dependent on business needs</li> </ul>
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### Acknowledgements

<b>Name of Line Manager</b>		<b>Signature</b>	<b>Date</b>
<b>Employee Name</b>		<b>Signature</b>	<b>Date</b>