



Effective for: Jan 08

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

NAME:	TBA	REPORTING TO:	General Manager IT
POSITION TITLE:	Software Development Manager	DIRECT REPORTS:	Application & Web Developers, Web Master
DEPARTMENT:	IT	LOCATION:	Melbourne

POSITION PURPOSE:

During the next 3-Year period Intrepid Travel PTY LTD proprietary systems will be redeveloped into a single integrated application environment. This role will be responsible for managing the design and development tasks relating to legacy systems that will support the transitional period. You will be working closely with external consultants and the GM-IT to deliver the Enterprise Information System strategy for the business.

In all instances you will work closely with the GM-IT and external consultants to develop a risk reduction strategy for the transitional period. Your extensive experience with enterprise information systems will make strong and positive contributions to the design and architecture of each phase of the new system.

You will also work closely with the ICT Manager to ensure that the application architecture is appropriately supported by the infrastructure and work with him to optimise application management and delivery.

Included in this project is a significant technology transition therefore the ability to effect change and design appropriate architectures that will support the transition period without compromising existing applications is essential. The analysis and assessment of the impact of architectural decisions that relate to integration or application development will be an on-going responsibility.

This role will be responsible for overseeing the progress of the Enterprise Information System project team (a combination of external consultants and internal IT personnel), advising of issues and or constraints and recommending solutions as well as the management of support and maintenance of all Intrepid Travel PTY LTD existing information systems.

The role includes the management of a small internal development team who are primarily engaged with the support and maintenance of legacy systems. This team will require mentoring and training to make the appropriate technology transitions as each legacy system is incorporated into the new Enterprise Information System. The day to day management of the development team includes recruitment, mentoring, career management and performance management.

A strong technical background in nth tier technologies as well as experience with transitional environments is mandatory. This is a hands-on role therefore current technical skills are required.

QUALIFICATIONS AND EXPERIENCE

- Computer science or Software Engineering Qualifications (mandatory)
- Microsoft Certification highly regarded
- 7+ years experience in design and development of nth tier enterprise systems
- Project planning and scheduling experience
- Proven experience with development methodologies and the full application lifecycle
- Team leader experience
- Estimation skills and experience
- OO design and development as well as relational database expertise
- Understanding of PHP, MySQL, HTML, CSS (optional)
- Experience using .NET with ASP.Net, c#, VB and SQL Server 2000 (mandatory)
- Knowledge of web services and .NET 2.0 Framework (mandatory)
- Exposure to SQL Server 2005, .NET 3.0 Framework, WCF and WWF advantageous
- Experience in authoring formal technical specifications and related documents
- Enterprise architect experience would be of benefit
- Knowledge of ITIL is essential
- Proven track record as a line manager within a technical environment

OTHER SKILLS AND ATTRIBUTES

- Ability to enthuse, manage, mentor and train application development staff
- Ability to lead a small focused team that works under pressure while maintaining attention to detail

- Good logical skills and the ability to rapidly acquire new skills
- Strong verbal and written communication skills
- Strong interpersonal and time management skills including conflict resolution
- Outstanding organisational skills and attention to detail
- Strong work ethic
- High standards of customer service
- An understanding of and belief in Intrepid Travel's responsible travel philosophy
- Flexibility and adaptability to work in a team environment with both technical and non-technical personnel
- Passion for travel in the Intrepid style
- A sense of humour
- To attend IT WIP meetings and provide progress reports as scheduled.
- To attend project meetings as scheduled
- To attend annual Product Weekend off company premises.

Annual Operational Accountabilities	Benchmark Measure
In consultation with key stakeholders, design and implement an appropriate development methodology	<ul style="list-style-type: none"> • SDLC Methodology documented • Rigorously applied to all new projects, change requests and trouble reports • Implement quality assurance practices based on cycles of planning, deployment, reflection and improvement
Manage activities of both out-sourced and internal application development team	<ul style="list-style-type: none"> • Ensure development team follows established methods, standards and quality procedures • Development teams to deliver to defined operational and project accountabilities • Review and sign off on all documentation • Estimate and schedule all development tasks • Undertake and document code peer reviews for all change requests and trouble reports. • Manage activities of the internal development team including prioritisation and delegation of tasks • Ensure the internal development team accurately records activities against SDP time spent and resolution details • Conduct appraisals of internal application development team
Reporting	<ul style="list-style-type: none"> • Weekly updates of WIP • Monthly reporting - progress update, issues, remedial action etc • Quarterly progress reports
Effective supervision and mentoring of direct reports	<ul style="list-style-type: none"> • Resolve development task escalations • Document all escalations and associated resolution • Schedule regular one on one meetings to discuss progress or identify / resolve issues
Undertake development tasks	<ul style="list-style-type: none"> • As per task schedule
Provide mentoring and support for internal development team	<ul style="list-style-type: none"> • Identify skills shortfall • Propose training requirements
Conduct period reviews of the application environment and propose solutions	<ul style="list-style-type: none"> • Conduct annual review • Identify problems, issues • Propose projects / tasks for resolution or improvements to either effectiveness or efficiency of the application environment

Annual Project Accountabilities OR Performance Pay Goals	Measures & Targets
Enterprise Information system (Starship)	<ul style="list-style-type: none"> • Phase 1 - complete and successfully implemented as per project schedule • Phase 2 - Analysis and Design complete
ITIL Phase 2 - change and release management	<ul style="list-style-type: none"> • Change management, problem resolution and release management processes defined and implemented
Legacy system upgrades	<ul style="list-style-type: none"> • Interfaces between new and old systems seamless • All changes fully documented
Quality Customer service to all internal clients	<ul style="list-style-type: none"> • Internal customer service rating at 4.0