

Position Description

Application Developer

Position Details

Position	Application Developer
Award	Educational Services (Schools) General Staff Award 2020
Agreement	Trinity Grammar School, Kew – Enterprise Agreement 2023
Award Classification	School Administration Services
Term Time only	No
Position reports to	Applications & Solutions Manager
Direct reports	Nil

Position Summary

The role involves designing, building, testing, supporting, and maintaining applications using Power Apps, Power Automate, Power Pages, and Dynamics 365, while also maintaining the School's SharePoint Online environments and enhancing its suite of custom .NET applications.

This position combines application support, application development, business analysis, stakeholder engagement, and continuous improvement responsibilities. While the role includes the design and delivery of new solutions, a significant component of the position involves maintaining existing systems, troubleshooting issues, supporting business users, and improving operational processes.

The role includes implementing integrations through Azure services, conducting requirements gathering with a wide range of stakeholders, including teaching, administrative, and leadership staff, delivering technical support and customer service, documenting solutions and procedures, and balancing project delivery with operational support activities.

A key aspect of the position is translating complex business problems into practical, maintainable technical solutions that meet the School's operational and strategic needs.

Educational Support Staff Commitment

All members of the Educational Support Staff (ESS) team are expected to support each other in achieving operational and strategic goals and work towards the continuous improvement of the school's systems and programs. ESS must be willing to assist and support other members within the team in accordance with the School's expectations of collegiality and teamwork. The Director of Business or their delegate may assign reasonable duties in addition to the duties and responsibilities in this position description.

All ESS staff are employed in accordance with and under the Educational Services (Schools) General Staff Award 2020 and the Trinity Grammar School Kew Enterprise Agreement 2023 or the Award and Agreement that supersedes them.

Responsibilities and Duties

Support & Customer Service

- Provide Tier 2–3 application support.
- Investigate, troubleshoot, and resolve application, data, workflow, and integration issues.
- Support and maintain existing business systems, workflows, automations, and applications.
- Manage operational incidents and service requests relating to enterprise applications.
- Persist with investigation of complex issues, document findings, and escalate appropriately when required.
- Balance operational support priorities with project and development work.
- Communicate with staff in a friendly, professional, patient, and approachable manner.
- Document solutions, changes, procedures, and support knowledge.
- Work collaboratively with stakeholders and colleagues to improve existing processes and systems.

Application Development

- Develop, customise, support, and maintain model-driven and canvas apps in Power Apps.
- Create and maintain automated workflows and integrations using Power Automate.
- Build and support externally facing sites using Power Pages.
- Configure and extend Dynamics 365, including Dataverse, forms, views, workflows, plugins, Power Fx, and JavaScript.
- Test changes and solutions and support their controlled release into production.

SharePoint & Collaboration

- Build and maintain modern SharePoint sites, lists, document libraries, and automations.
- Support content owners and troubleshoot user issues.
- Maintain appropriate governance, permissions, information architecture, and best practices.

Custom .NET Development

- Maintain, troubleshoot, and enhance existing .NET web applications and APIs.
- Build new services and connectors to integrate School systems.
- Apply secure coding practices and use version control, including Git and Azure DevOps.

Azure Development & Integration

- Use Azure Functions, Logic Apps, App Services, Service Bus, and API Management.
- Access data securely using managed identities and application registrations.
- Implement maintainable and scalable cloud solutions.
- Monitor, troubleshoot, and support integrations and cloud services.

Business Analysis

- Conduct requirements gathering workshops and discussions with staff.
- Understand and document processes, data flows, business rules, and system dependencies.
- Translate business needs into functional and technical specifications.
- Work with stakeholders to validate requirements, test solutions, and support adoption.

Knowledge & Skills

Applicants should demonstrate:

- Strong experience with Power Platform:
 - Power Apps, including model-driven and canvas apps.
 - Power Automate.
 - Power Pages.
 - Dataverse.
- Strong experience developing and extending Dynamics 365:
 - Plugins (C#), workflows, JavaScript, and PCF components.
- Strong experience in C# / .NET development.
- Experience with SharePoint Online, including JSON formatting, PowerShell, and modern site building.
- Experience building integrations using Azure services.
- Understanding of solution architecture, application lifecycle management, testing, and CI/CD.
- Strong SQL skills and experience working with APIs, including REST and Microsoft Graph.
- Demonstrated application support, troubleshooting, and root-cause analysis capability.

Selection Criteria

Applicants should demonstrate:

- Qualifications in Computer Science, Software Engineering, Information Systems, or equivalent experience.
- Microsoft certifications in Power Platform, Dynamics 365, Azure, or Microsoft 365 are considered an advantage.
- Proven development experience across Power Platform and Microsoft cloud technologies.
- Ability to design, build, support, and maintain practical and maintainable applications.
- Strong problem-solving skills, persistence, sound technical judgement, and attention to detail.
- Ability to communicate effectively with staff at all levels.
- Experience conducting requirements gathering and translating business needs into technical outcomes.
- Demonstrated capacity to support business users with professionalism and patience.
- Ability to work collaboratively within a small team and contribute constructively to technical discussions.
- Ability to work within established governance, reporting, and decision-making frameworks and support agreed outcomes.
- Strong organisational skills and ability to balance competing operational, support, and project priorities.
- Current "Employee" Working with Children Check

Personal Qualities

The successful applicant will demonstrate:

- Excellent communication and interpersonal skills.
- Ability to explain technical concepts to non-technical staff.
- Strong customer service ethic.
- Ability to work collaboratively within a small team.
- Resilience and persistence when investigating and resolving complex technical issues.

- Professional and constructive response to feedback, disagreement, and changing priorities.
- Ability to contribute alternative views respectfully and support agreed team and management decisions.
- Highly organised with strong attention to detail.
- Ability to prioritise and manage multiple tasks.

Connectedness and Collaboration

The Application Developer works collaboratively with:

- Digital Services team
- Trinity staff community, as required
- Contractors and third-party providers

Our Values

- Truth – seeking understanding
- Courage – being our best selves
- Community – connecting and learning together
- Service – putting others first

Policies and Procedures

All employees of Trinity Grammar School are expected and required to understand and adhere to all school policies and procedures. It is a condition of employment that all employees attend and participate in all training provided to them regarding policies and procedures in accordance with legislative requirements. A breach of school policy may result in disciplinary action.

Child Safety

Trinity Grammar is a school where the dignity of each person is recognised, respected, and fostered. The School has zero tolerance for child abuse and will treat very seriously all allegations and concerns. In line with its commitment to child safety, the School has put in place policies and procedures to uphold the Victorian Child Safe Standards. These standards aim to promote child safety, prevent child abuse, and set up processes to properly respond to allegations of child abuse.

All Staff at Trinity Grammar School are required to:

- Have current VIT registration or a current employee Working with Children Check
- complete all mandatory reporting training and education about child safety
- adhere to the School's Child Protection Policies, Staff Code of Conduct and associated policies and procedures
- report suspected cases of child abuse in accordance with the School's policies



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Occupational Health and Safety

All employees must:

- take reasonable care for their own psychological and physical health and safety;
- take reasonable care not to adversely affect the health and safety of other persons
- comply with reasonable health and safety instructions, as far as they are reasonably able, and
- cooperate with reasonable health and safety policies or procedures

Approval

Developed by	Office of People & Culture
Approved by	Principal or delegate
Approval date	September 2026
Next review date	September 2028

This position description summarises the duties and responsibilities associated with the position and classification level. It is not an exhaustive list of duties, and this position description may be reviewed by the Principal or their delegate in response to the school's operational and strategic requirements and the development of skills and knowledge for this position.