Whitehorse City Council

Position description

Position title: Software Engineer	
Classification: Band level 7	**Effective Date**: 11th Jan 2027
Reports to: Senior Solution Architect	**Tenure**: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position is responsible for the design, development, integration, enhancement and support of Council's digital applications, enterprise systems, APIs and customer-facing digital platforms, including Council websites and intranet services.

The position will deliver full stack development across front-end and back-end technologies, and contribute to Council's digital transformation initiatives, system integrations, automation, cloud services and customer experience improvements.

The position will support and maintain scalable, secure and accessible digital solutions that enable efficient service delivery across Council, including web platforms and integrated enterprise systems.

Key Responsibilities

Position Specific Responsibilities

- Develop and maintain enterprise applications, APIs, integrations and digital solutions that support Council operations and services.
- Design and implement secure and scalable system integrations between Council platforms, SaaS applications and third-party systems.
- Undertake full stack development using modern front-end and back-end technologies to deliver robust digital solutions.
- Develop, maintain and support Council's Drupal/GovCMS websites, intranet and associated digital platforms.
- Configure, extend and maintain Drupal modules, themes and platform functionality to meet business requirements.
- Implement Drupal core, module and security updates in accordance with change management and security standards.
- Develop responsive, accessible and user-focused web interfaces aligned with WCAG and UX best practices.
- Develop and maintain APIs, middleware and backend services to support system interoperability.
- Undertake troubleshooting, incident resolution and performance optimisation across digital platforms and integrations.
- Support automation, digital transformation and continuous improvement initiatives across Council systems.
- Collaborate with internal stakeholders to analyse requirements and translate them into technical solutions.
- Contribute to cloud-based environments, DevOps practices, deployment processes and CI/CD pipelines.

- Develop and maintain technical documentation, standards, procedures and support guides.
- Participate in cybersecurity, disaster recovery and business continuity activities relating to digital platforms.
- Provide technical advice and recommendations on digital solutions, architecture and emerging technologies.
- Respond to technical issues and service disruptions in accordance with Council incident and escalation processes.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position is accountable for the design, development and support of digital applications, integrations and web platforms within Council's environment.
- The position has the authority to determine appropriate technical approaches, tools and methods to deliver secure, scalable and maintainable solutions.
- The position will make decisions on application design, integration approaches, troubleshooting priorities and resolution of technical issues, in line with Council policies and architectural standards.
- The position is required to exercise judgement in balancing operational needs, system performance, security requirements and user experience considerations.
- The position escalates complex or high-risk issues where required, particularly those relating to cybersecurity, service disruption or reputational risk.

Specialist Knowledge and Skills

Licences and Experience:

- Significant experience in full stack web and application development.
- Demonstrated experience designing and implementing system integrations and APIs.

- Experience developing and maintaining Drupal/GovCMS websites, modules and themes.
- Strong understanding of system integration patterns, middleware and data exchange approaches.
- Experience with troubleshooting, performance tuning and supporting production systems.
- Knowledge of cybersecurity principles, secure coding practices and access control frameworks.
- Understanding of cloud-based application hosting environments and deployment practices.
- Experience working in Agile or iterative development environments.

Technology:

- Proficiency in front-end technologies including HTML, CSS, JavaScript, TypeScript and responsive design principles.
- Experience with back-end technologies such as PHP, Node.js, Python or .NET.
- Experience with Drupal/GovCMS content management systems and development frameworks.
- Experience developing and consuming RESTful APIs, SOAP APIs and integration services.
- Experience with relational databases such as MySQL or PostgreSQL.
- Experience with version control systems such as Git.
- Understanding of CI/CD pipelines and DevOps practices.
- Experience with cloud platforms and hosting environments (desirable).

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualification in Information Technology, Computer Science, Software Engineering or related discipline, or equivalent experience.

Interpersonal Skills

- Highly developed communication skills with the ability to translate technical concepts into clear, accessible language.
- Strong stakeholder engagement and relationship management skills across technical and non-technical audiences.
- Proven ability to collaborate effectively within multidisciplinary teams.
- Well-developed problem-solving skills with the ability to manage competing priorities.
- Ability to work independently, exercise initiative and manage time effectively.
- Ability to respond professionally to urgent or high-pressure technical situations.

Key Relationships:

- The position will liaise with internal stakeholders including Organisational Technology, Digital Experience, Communications, and business units across Council.
- The position will maintain professional relationships with external vendors, SaaS providers, integration partners and technology support services.
- The position may engage with other councils, government agencies and industry networks regarding digital platforms and integration services.

Management Skills

- Ability to manage workload, priorities and competing deadlines across multiple systems and projects.
- Ability to plan, organise and deliver technical work to agreed timelines and standards.
- Ability to contribute to continuous improvement of systems, processes and technical standards.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Demonstrated experience in full stack application development across modern web technologies.
2. Demonstrated experience designing and implementing APIs and system integrations across enterprise environments.
3. Demonstrated experience developing, maintaining and supporting Drupal websites and digital platforms.
4. Strong knowledge of back-end and front-end development technologies including PHP, JavaScript, HTML and CSS.
5. Demonstrated ability to troubleshoot, support and optimise digital applications, integrations and web systems in a complex organisational environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	

Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	**Specific Physical Job Tasks**	**Frequency/Duration of performance of task per day**	**Comments**
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: