

### What will you do?

The purpose of this role is to develop and support software systems for the Income Tax Division. You will work independently and in cross-skilled teams to deliver business value and cost benefits in accordance with the Taxation Strategy.

The successful candidate will contribute actively in the ongoing development of a modern National Insurance solution alongside in-house contract resources and will ultimately act as primary development resource responsible for this National Insurance System once it goes live. You will be responsible for knowledge sharing with other Income Tax developers, to ensure appropriate coverage and succession mitigation, and to similarly gain a working knowledge of other Income Tax systems.

As a developer you will ensure compliance to GTS standards and industry best practice, leading in software development across all stages and iterations required to deliver solutions, and working in close partnership with technical colleagues and business representatives.

Duties will include:

- Planning and driving software development activities in relation to National Insurance
- Ensuring that appropriate software development methods, tools and techniques are used in compliance with industry best practice and GTS policies and standards
- Designing, building and amending complex systems, programs and scripts
- Coaching and mentoring colleagues, providing expert advice on the software development programming methods, tools and/or standards used in the organisation.
- Autonomy of own work and reviewing that of colleagues to apply agreed standards
- Responsible for quality control using appropriate testing methods, tools and techniques
- Deliver expert guidance to other developers on software development programming methods, tools and/or standards in accordance with GTS standards
- Planning and overseeing software tests of all application components
- Fully documenting work according to agreed guidelines and standards
- Working closely with Business Solutions Group to transform business requirements into appropriate technical solutions

The post holder will be expected to have knowledge of, or be prepared to gain the necessary understanding of, the following:

- a DevOps approach where development and operational staff work in a collaborative, transparent and GDPR-compliant manner

- knowledge of the IT/IS infrastructure and the IT applications and service processes used within Isle of Man Government
- security threats and vulnerabilities associated with software systems, and related preventative measures

## **What does that involve?**

### **Programming/Software development**

- Plan and drive software development activities in relation to National Insurance, taking responsibility across all stages and iteration of software development
- Design, code, amend and refactor complex programs/scripts in accordance with the system design and business requirements
- Verify and test complex programs/scripts; corrects errors and re-test as appropriate.
- Document work in accordance with agreed standards
- Oversee version control in accordance with agreed procedures.
- Ensure sufficient consideration to proposed solutions, to achieve well-engineered and future-proof outcomes
- Participate in peer code reviews
- Provide a broad range of software development guidance and coaching to developer colleagues
- Contribute to the development of organizational policies, standards and guidelines for software development

### **Application support**

- Work closely with Business Solutions Group, providing expert technical advice to stakeholders to transform business requirements into appropriate and well-considered technical solutions
- Adhere to prioritisation of requests received by Business Solutions Group, demonstrating flexibility to meet urgent business needs
- Take responsibility for routine and non-routine application maintenance tasks in relation to National Insurance within a broad area of competence
- Apply comprehensive technical knowledge and expertise to investigate, identify and resolves issues, incidents and problems
- Ensures that requests for support are dealt with according to agreed standards and procedures. Ensures all work is carried out and documented in accordance with required standards, methods and procedures and that any applicable configuration management procedures are adhered to
- Analyse user feedback for consideration in relation to future application development
- Identify any performance concerns, plan on corrective action to improve performance, engaging with GTS as required
- Communicate effectively in relation to escalated requests, taking action to avoid or minimise delays in resolution
- Adhere to expected delivery deadlines of the business, participate in planning and communicate early and often in relation to time-bound work
- Maintain the application support process and procedure documentation

### **Working Together for the Isle of Man**

- Responsible for the acceptance and integrate new releases from software suppliers in line with support agreements

## **DevOps**

- Effectively utilize DevOps for work item tracking, code management, and build/release processes
- Champion the use of DevOps tools to enhance planning, transparency and delivery of development-related work
- Take a collaborative approach using agile practices, processes, and procedures to facilitate rapid IT service and product delivery

## **Government Technology Services interaction**

- Collaborate with Government Technology Services (GTS) developers to ensure the Divisions' online services align with the Taxation Strategy and the GTS Technology Code of Practice.

## **Other Duties**

- Maintain awareness of current technologies and best practices
- Resolve supplier faults
- Maintain awareness of current Business and IT Strategies
- Demonstrate adaptability and consideration in dealings with stakeholders outside the Division.
- Apply best practice in design and development practice
- Provide input to the Business Solution Group's annual operational planning process
- Undertake any other duties as required by the Tax Systems Architect

## **Performance Management & Improvement**

All Civil Servants have a personal responsibility for performance management. The role holder will be expected to contribute fully to the annual performance development review and all interim performance reviews.

## Reporting framework

The role holder reports to the Tax Systems Architect. The Tax Systems Architect is responsible as "Reporting Officer" for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service People Qualities Framework level 5.

As Reporting Officer, the Tax Systems Architect will ensure that in line with requirements set out in the scheme, amongst other things, an annual:

- Performance and Development Review and Personal Development Plan is agreed
- Review and assessment of performance and competencies/behaviours is made
- Minimum 6 Performance and Development review meetings are conducted

## Health & Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risk or near misses to a responsible manager and/or the person responsible for Health and Safety in the Income Tax Division.

## Integrity

As an appointee of the Treasury, the role holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each officer has a personal and legal responsibility to maintain the confidentiality of all Income Tax Division and Treasury business and to uphold such confidences.

## General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect the future requirements of the Income Tax Division and the Treasury.

## Management authority under relevant procedures

<b>Civil Service</b>	<b>Delegated Authority of Post Holder</b>
Disciplinary Proceedings	Up to final written warning Appeals up to written warning
Capability Procedures	Preparation of an Adverse Report and up to final warning
Grievance Proceedings	Up to Stage 2

## Confidentiality

## Working Together for the Isle of Man

You are required to comply with the Official Secrets Act 1911 and 1920. Breach of this confidence will result in action under the Disciplinary Procedure and may lead to dismissal. In the case of income tax, National Insurance, personal or sensitive data held you may be personally liable at law if you in any way contravene the appropriate terms of the Data Protection Act 2018, the Income Tax Act 1970 and/or the Social Security Administration Act 1992.

### **Policies, procedures and regulations**

You are required to comply with all policies, procedures and regulations issued by the Isle of Man Government, Public Service Commission. These can be obtained through your Line Manager.

## What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
Higher Education qualification in computer science or information technology, or related field	<b>D</b>	CV
Significant relevant experience designing, developing, testing and maintaining scalable, modern software solutions written in C# (.NET MVC) and employing SQL Server and IIS in a Windows environment	<b>E</b>	CV/Interview
Evidence of Continuing Professional Development	<b>E</b>	CV/Interview
Experience of source code management and version control tools (DevOps, GIT)	<b>E</b>	CV/Interview
Experience with frontend technologies, such as: <ul style="list-style-type: none"> <li>- HTML</li> <li>- CSS</li> <li>- Javascript/jquery</li> <li>- WPF</li> </ul>	<b>E</b>	CV/Interview
Experience with the following: <ul style="list-style-type: none"> <li>- Microsoft Visual Studio</li> <li>- Microsoft SQL Server Management Studio</li> </ul>	<b>E</b>	CV/Interview
Knowledge of: <ul style="list-style-type: none"> <li>- Architecture Patterns (MVC, MVVM)</li> <li>- Design Patterns</li> <li>- JSON</li> <li>- LINQ</li> <li>- XML</li> </ul>	<b>D</b>	CV/Interview
Experience with web services and APIs	<b>D</b>	CV/Interview
Awareness of the General Data Protection Regulations and good understanding of information security needs for software systems	<b>E</b>	CV/Interview
Can demonstrate an adaptive approach to changing priorities and user demands, taking the opinions of others into account to reach consensus.	<b>E</b>	Interview
Considers the impact of their actions on others and confidently manage challenging conversations with team and customers to achieve positive outcomes	<b>E</b>	Interview
Capable of managing own workload and exercising sound judgement in escalating complex issues and/or drawing on additional support.	<b>E</b>	Interview
Can give examples demonstrating professionalism and credibility	<b>E</b>	Interview
Knowledge of Income Tax and National Insurance	<b>D</b>	Interview
<b>Capability</b>		
An excellent understanding of the software systems development lifecycle with an in-depth knowledge of system analysis, coding, system testing and implementation stages	<b>E</b>	CV/Interview

Good communicator who can present complex information simply and without jargon to others	<b>E</b>	Interview
A careful planner who can show they are comfortable prioritising work	<b>E</b>	Interview
Understands that we all have a responsibility to maintain the good reputation of Isle Of Man Government	<b>E</b>	Interview
Makes timely and sensible decisions, taking action within their level of authority, to meet customer needs	<b>E</b>	Interview
Possessing excellent organisational, analytical and communication skills, capable of solving problems independently while also having a proven ability to work in a team.	<b>E</b>	Interview
Demonstrable ability to quickly and accurately assimilate information, particularly that of a technical nature	<b>E</b>	Interview
<b>Character</b>		
Likes to be involved and seeks to improve environment and processes	<b>E</b>	Interview
Will ensure the team will deliver on promises made, and produce work that is accurate and relevant	<b>E</b>	Interview
Able to use personal experience and knowledge to assess the best course of action and act with confidence in their own ability	<b>E</b>	Interview
Understands the importance of their role in representing ITD to customers and suppliers	<b>E</b>	Interview
Self-reliant and well-organised; able to work independently with the minimum amount of supervision while ensuring desired outcomes are achieved	<b>E</b>	Interview
Ability to work calmly and effectively under pressure	<b>E</b>	Interview
Will adapt well to and welcome change, include learning of new concepts and technologies.	<b>E</b>	Interview
Trusts and is trusted.	<b>E</b>	Interview
<b>Other requirements</b>		
Isle of Man Worker	<b>D</b>	Application