

POSITION DESCRIPTION

Title:	Systems Developer
Employee:	
Business Unit:	Shared Services
Reports to:	Team Leader, Information & Communications Technology (ICT)
Team:	Information & Communications Technology (ICT)
Location:	7 Marine Square, College Road, Hermanus, 7200, Western Cape, South Africa
Job Grade:	C2
Effective Date:	TBC

Our Values

The culture across the FinGlobal Group is one where “customers are at the heart of everything we do” and our employees bring this culture to life by behaving in line with our unique values which are:

❖ Customer first ❖ Trust ❖ Respect ❖ Unleash potential ❖ Ideas into action

These values drive our performance, enhance our reputation, and position us for the future.

The Role

The Systems Developer Intern is a member of the Information & Communications Technology (ICT) team reporting to the Head of Information & Communications Technology (ICT). This role is responsible to configure, design, code, test, debug and correct sections of code with singular or limited functionality (program modules) in the CRM environment as well as integration to external systems. This role is also responsible to provide support and maintenance on existing legacy systems. In most instances this role will execute outcomes from a detailed and planned story (Agile Methodology) under supervision. This role is also responsible to document program requirements and to conduct activities in compliance with the programming standards framework and best practice architectural principles.

Key Accountabilities

Configuration and development

- Design, configure, customise, develop, test, document, and deploy high quality business solutions on the Force.com platform according to specifications and standards.
- Follow the design of all custom development as communicated during planning by architect. Implement and adhere to Architectural Standards.
- Prepare test cases, test data, plan and conduct basic unit or module testing and full integration and regression testing.
- Adhere to test driven development principles, doing continuous integration.

- e) Adhere to architectural standards and development best practices ito tool utilised, source code management, configuration and coding standards.
- f) Perform Salesforce Process automations using amongst others workflows, visual flows, VF pages, APEX code, scripting.
- g) Do configuration, customisation and development to integrate Salesforce with external systems using Web services, API's.
- h) Create integration deliverables - architecture diagrams, integration user stories, technical specifications and requirements documentation.
- i) Configure and customise Community and Partner Portals in line with business requirements.
- j) Configure dashboards and reports for operational reporting on Salesforce.
- k) Integrate Business Intelligence (BI) tool on Salesforce and configure and develop business intelligence reporting as required.
- l) Evaluate software products and recommend best fit ito functionality and value for money.
- m) Keep track of time spent on each task and update project team & business on status on delivery as per the agile methodology.
- n) Be involved with all FinGlobal Group releases in in co-operation with Business Analyst/s in line with business needs.

Compliance

- a) Comply with all company standard operating procedures (SOPs), policies, guidelines and procedures.
- b) Comply with all regulatory rules including but not limited to FSB, FAIS and SARB (*where relevant & applicable*).

Key Performance Indicators (KPI's)

Proficiency in this role may be measured using some or all of the stated KPI's; but, also not limited or restricted to those indicated in below table.

KPI	Reason	Description
Quality of interaction and communication with internal stakeholders	To promote effective communication and interactions with internal stakeholders	360° review of communication and interactions with internal stakeholders
Salesforce qualifications	In order to become a skilled resource for the purpose of continuity within the ICT team	2 x Certifications per year.

Key Relationships

Internal and external relationships; level of interaction and purpose.

Internal

Primary

- **Information & Communications Technology (ICT) team members – interact and communicate to ensure successful delivery of project/ program outcomes**
- **Head of Information & Communications Technology (ICT) – to seek advice, direction and guidance on delivery of successful project outcomes.**

Secondary

- FinGlobal Group users – to ensure or user system requirements are met through effective support and technical proficiency.
- Risk and Compliance – to consult and seek advice on financial / business risks, controls, mitigating actions and response.

External

- Salesforce system integrators (Salesforce.com).
 - Technical resources from external companies.
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Core Competencies

At FinGlobal Group, we have identified the competencies that are required to be successful. These competencies help define how we do our role and recognise the behaviours that we need to display on a daily basis. The required competencies for this role are:

Competency	Description
Culture fit	Willingness to learn, customer orientation, positive attitude, strong work ethic.
Managing Relationships	Works to build and maintain warm, friendly and constructive relationships with colleagues and business partners; is responsive to the needs, feelings and opinions of others.
Ability to plan and organize	Able to prioritize and plan multiple tasks and yet be flexible and adaptable in revising plans and priorities on short notice in order to achieve objectives.
Sense of urgency	Able to cope with pressure and show ability to deal with urgent matters.
Action Orientation	Initiates action to achieve objectives within set deadlines and pro-actively takes responsibility for achieving work objectives and shows willingness to go the extra mile.
Decision-making	Able to come to a conclusion or decision, whether it be to further an investigation or for purposes of recommendation / escalation to management.
Resilience	Able to tolerate and persevere in a reactive environment. The tolerance to deal with conflicting information. Displaying the perseverance, energy and drive to persist, despite interruptions and unforeseen / unexpected changes until tasks have been successfully completed. Able to deal with ambiguity.
Systems knowledge	Familiar and proficient with MS Office (Outlook, Word and Excel). Sound understanding and proficiency with FinGlobal Group CRM system (Salesforce).
Product Knowledge	Advance knowledge of the products and/or services FinGlobal Group offers to their customers locally and internationally.
Adaptability	Willingness to learn and adjust to a changing work environment.
Co-operation & teamwork	Co-operative in planning and striving to see that the goals and objectives of the company are being realized.

Additional Skills and Knowledge

It is desirable that the candidate have proven expertise in both business and technical facets of the role including:

- a) **Relevant tertiary qualification in Computer Science, Information Systems or another related field.**

- b) Sound commercial judgement with well-developed conceptual, analytical and problem-solving skills.
- c) Ability to manage and influence change and to provide practical guidance on implementation of new requirements/initiatives.
- d) Demonstrated ability to deliver well written, succinct but comprehensive reports within agreed timeframes.
- e) Demonstrated inclusive, collaborative and engaging approach; including the ability to consult, facilitate, negotiate and influence with a broad range of people at all levels in a medium sized corporate environment.
- f) Proven organisational skills including the ability to prioritise work to ensure deadlines are consistently achieved.
- g) Ability to build a rapport with stakeholders at all levels across the business.
- h) Solid communications skills, both verbal and written (English & Afrikaans) with excellent grammar and spelling. The ability to write clearly, courteously and professionally as well as heightened e-mail etiquette.
- i) Strong interpersonal skills coupled within a resilient yet enthusiastic life disposition, including the ability to remain calm in dynamic situations and project with sunny poise and aura.
- j) Ability to apply well developed analysis and research skills to solve complex problems and/or deliver innovative solutions.
- k) Proven organisational skills including the ability to prioritise work to ensure deadlines are consistently achieved.
- l) Ability to work as a team member and contribute towards the success of team goals.
- m) Ability to distil complex issues into succinct and easily understood language that convey key messages successfully at all levels of the organisation.
- n) Excellent collaboration skills.

Additional information

Employment Engagement

This is a fixed term contract position with FinGlobal Group. The incumbent will be employed under an employment contract which specifies employment terms and conditions including salary.

Workplace Health and Safety

The role holder of this position must comply with workplace health and safety requirements and policies.

Risk and Compliance

As a primary role-player in the process of complying with regulatory requirements your responsibility is to be conversant with, and to implement the requirements specific to your role; including the continues identification, analysis and escalations of risks within your team. As part of the normal performance review cycle, you will also encourage and reward open and transparent reporting of errors and behaviours which contribute positively to the desired risk and compliance culture.

Confirmation Signatures

	Name	Date	Signature
Employee:			
HR representative:			
Reporting Manager:			



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