



Australian Government

IP Australia



Thank you for considering IP Australia as your next career opportunity. We are committed to delivering world leading IP services that are modern, effective and efficient to ensure all Australians benefit from great ideas. Through innovative solutions we pursue productivity and quality improvements that underpin our customer-focused agency.

Our people are our greatest asset.

We continue to invest in talent and capability development to build the workforce of the future. By encouraging diversity of thought and

a culture of curiosity, we inspire leadership and accountability at all levels.

I am extremely proud of our commitment to a diverse workforce that represents the broader population. We want all employees to feel safe in embracing their true selves in the workplace. Having a diverse workforce opens a world of possibility, enabling us to draw on ways of thinking and ways of being that come from a different understanding of the world.

To ensure we attract the best and brightest minds, we continue to implement best practice workforce planning. Careers at IP Australia

provide challenging opportunities to develop leadership and management skills, contributing to our position as leaders of IP rights administration in the region.

IP Australia recognises the benefits of flexible working arrangements to individuals with better work-life balance and personal wellbeing, to teams that are more agile, dynamic and inclusive and to the organisation by being better able to attract and retain talented staff.

Michael Schwager
Director-General
IP Australia





Candidate Kit

Position Title:	Senior Software Developer
Classification:	Executive Level 1
Employment status:	Ongoing and Non-Ongoing
Number of vacancies:	One
Employment type:	Full-time
Salary:	\$119,737 - \$134,764 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Business Delivery and Architecture
Group:	Data and Technology
Location:	Flexible location - IP Australia employees can work from anywhere in Australia, providing they can maintain a safe and productive working environment. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm), and a shared hub in Sydney (Gadigal Country). Employees close to these locations can maintain a hybrid approach of working in the office and from home.
Security Classification:	BASELINE
Contact officer	Sandhya Bhatia (02) 6283 2289 sandhya.bhatia@ipaustalia.gov.au

Group Responsibilities

The Data and Technology Group (DTG) is driven by the IP Rights ecosystem. We work across many digital, technology and business domains to deliver ICT services and products to IP Australia, customers, stakeholders and ultimately the Australian public. DTG works across the agency to ensure our people have fit for purpose tools, products, and services to meet our commitments to the Australian Government. In collaboration with our stakeholders, we make decisions on information, data, investments, risks and IT security as they apply to our current and future capability. Our core focus is enabling the reliable and efficient administration of IP Rights through resilient and secure technology systems and platforms. Our aim is to improve the delivery and quality of experience for our DTG staff, customers and for our people.

Section Responsibilities

Business Delivery and Architecture (BDA) – comprises of cross-functional teams who are aligned to supporting business and customer facing platforms. Our teams deliver application development, application support, continuous improvement, change & release management, and self-service capabilities used by internal and external customers.

We deliver aligned products that have clear and logical boundaries, plus provide services to deliver agreed business outcomes. BDA are responsible for the delivery of development, maintenance, assurance and support of technical capabilities/components (software) required to deliver agreed business outcomes.

Our Opportunity

As a Software Developer working within the Search and Publications team, you will be responsible for development, maintenance, support and continuous improvement of a range of internally and externally facing applications that support IP Rights examination, searching, and quality assurance processes.

The role will be primarily focused on maintenance, support and continuous improvement of our Rights In One (RIO) Dashboard, RIO Internal Search, the Quality Review System and the recently released Plant Breeder's Rights Search and Australian Patent Search.

RIO Dashboard, RIO Search and associated applications use Spring Boot framework for its backend, FreeMarker for server-side rendering and Vue.js for Client-side rendering. These systems are hosted on AWS as ECS services and use PostgreSQL RDS database instances. External search systems (Plant Breeders Rights Search and Australian Patent Search) are mainly written in Vue.js framework.

You will be responsible for the maintenance support of legacy systems like Trade Mark Bulk Data Extract, Document Access Service, Patent Bulk Data, and Patent Bulk Specification which are Java based applications.

Although your home will be with the Search & Publications team, should priorities shift and the need for technical resources in other areas of ITG arise, you will also be expected to contribute your skills to development and maintenance of systems outside the teams remit.

Working in a multi-disciplinary team providing 2nd and 3rd level support for IP Australia's applications, the Senior Software Developer;

- Investigates and uncovers the root cause of issues, assesses the criticality/impact of the issues, records actions/outcomes in the applicable task management systems (e.g. ServiceNow, Jira, Azure DevOps) and reports them to their Team Leader where escalation or broader awareness is required
- Designs, codes, verifies, tests, documents, amends, and refactors complex programs, scripts and applications.
- Develops well-engineered solutions for identified issues and coordinates the deployment and testing of work through non-production environments, and into production, using agreed standards and tools
- Provides detailed and specific advice to internal and external stakeholders for the purposes of information sharing, quality assurance, feedback, and user support
- Participates in testing and quality assurance activities to ensure that requirements/specifications are met and quality outcomes are delivered to stakeholders. This includes knowledge sharing and assisting others in the team when required
- Contributes to strategic and team planning, provides input into and completes tasks identified in the teams' work plan, and commits to delivering the groups operational plan
- Develops user guides, technical documentation, knowledge base material, etc. and provides hands-on training for fellow team members, non-technical staff, and the wider user base, using a variety of information management tools such as ServiceNow, Confluence and SharePoint.

We are looking to fill this position on an ongoing basis. Future positions may be offered on an ongoing or non-ongoing basis subject to operational requirements. Where a non-ongoing position is offered, the role will be filled for a specified term of up to 12 months.

At the end of the recruitment process, a merit pool of suitable candidates may be created. Those found suitable will be advised that they have been placed in the pool. The merit pool is valid for 18 months from the date the process was advertised. The merit pool may be used throughout the period to fill similar positions in the event positions become vacant.

Job specific capabilities

The right person for this role will have the following attributes;

- A track record of taking responsibility for your work, managing and prioritising competing tasks, and collaborating with others to achieve deadlines and deliver upon commitments
- The ability to think critically, assess issues, provide resolutions, and see beyond your own work area to identify impacts on other users, systems, processes and stakeholders
- Well-developed communication skills and the ability to provide advice or information on complex technical matters in terms that the consumer can understand
- Ability to identify stakeholders and establish interpersonal business relationships to facilitate work activities; foster cooperation between teams; collaborate with senior team members and engage and escalate internally as required
- Demonstrated ability to effectively utilise a variety of task and information management tools to organise, prioritise and report on work progress, and document technical and procedural information
- Understanding of the importance of quality assurance, consistency/reuse, version control and deployment processes in an ICT context.

This will be supported by technical experience in the following areas.

- Experienced and demonstrated ability in the development of front-end applications using client-side framework like Vue.js
- Sound knowledge and understanding of programming languages like JavaScript and Typescript
- Proficient in Java, with experience in Java frameworks like Spring Boot
- Understanding of server-side rendering technology like FreeMarker.
- Sound understanding of AWS and its services. Knowledge of Elastic Search Service is desirable
- Understanding of bash scripts in Linux
- Familiarity with build and deployment tools such as Gradle and GitHub.

Relevant tertiary qualifications and/or industry certifications in Computer Science, Information Technology or related is highly desirable.

It is expected that all IP Australia employees:

- demonstrate attitudes and behaviours responsive to workplace change (including participate in and encourage others to participate in change and contribute to successful outcomes)
- improve organisational performance through effective engagement with and management of risk within relevant sphere of influence
- establish clear expectations and create an environment to achieve stated goals and objectives, take ownership and honour commitments
- uphold and maintain the APS Values and Code of Conduct
- maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace.

Applicants are encouraged to refer to the attached Capability Framework documentation which outlines agency wide behavioural descriptors for the five core capabilities at this classification.

Eligibility requirements for employment at IP Australia

Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS).

All applicants offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check involves reviewing your background & personal circumstances to minimise risks in giving access to IP Australia information/resources. This screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.

Some applicants may be able to obtain and maintain a security clearance at a specified clearance level – please check the vacancy information section for security clearance requirements.

The successful applicant must be willing to disclose all relevant and required information.

How to apply

Applications must be submitted through IP Australia's online recruitment system, IP Hire. If you have difficulties using IP Hire, please contact the Recruitment Solutions team on (02) 6283 2567.

To apply for this vacancy, you are asked to complete the online application form which includes submitting:

- A one-page statement (max 750 words) outlining how your skills, knowledge, and experience make you the right person for the role. You should include details of relevant achievements/examples that demonstrate your suitability.
- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.

Most of the communication you'll receive about this process will be via email so please take this into consideration when submitting your application. For example, it is best not to use a work email if you are going on leave as we cannot change the process to accommodate the non-receipt of emails.

How you will be assessed

IP Australia use competitive merit-based recruitment processes. Candidates will be assessed against the job specific capabilities and duties, so it is important you frame your response around these.

IP Australia has its own capability framework that provides clarity and consistency for a professional and highly competent workforce, now and into the future. There are five core capabilities, relevant to each classification, and a +1 technical capability which varies depending on the role.

IP Australia uses a range of assessment methods which may include application and resume assessment, interview and/or written assessment and/or psychometric assessment and the collection of a referee report/s.

Diversity and inclusion

We celebrate and champion diversity to ensure we reflect the community we serve, and pride ourselves on our inclusive culture. We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

Reasonable adjustments

We want you to be able to shine in the assessment process so if you require any personalised adjustments to assist you to participate fully in this recruitment process, please indicate this in your application form (or by contacting the Recruitment Solutions Team).

A member of either the Recruitment Solutions Team or the Selection Panel will contact you to discuss your needs. All reasonable requests for adjustments will be facilitated if possible. Personalised adjustments are also available to employees who commence with IP Australia to assist them to perform the duties of their role to the best of their ability.

Any information provided is private and confidential and will only be used to provide accommodations and will in no way determine the outcome of an application.

RecruitAbility

The [RecruitAbility scheme](#) has been applied to this vacancy. RecruitAbility is a scheme which aims to attract and develop applicants with disability.

Applicants with disability who opt into the scheme; declare they have disability; and meet the minimum inherent requirements of the vacancy will be advanced to a later stage in the selection process. Merit remains the basis for engagement and promotion.



About IP Australia

IP Australia is the Australian Government agency responsible for administering Australia's intellectual property (IP) rights system, specifically patents, trademarks, designs, and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of IP, provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Australia's IP rights system supports innovation, investment, and international competitiveness. IP investment in Australia is valued at about 40 billion dollars.

We are an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the IP industry and/or Australian Public Service.

IP Australia embraces flexibility, including hours and location. Most of our roles can be done from anywhere in Australia, as long as you have reliable internet connection and an appropriate office set-up. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm) for employees who are located within a reasonable distance to the office and most employees work a mixture of days in the office and days from home. Employees who are not located near an office, work completely remotely.



- **FLEXIBILITY**
Maintain a balanced lifestyle.
- **PRIDE IN THE WORK WE DO**
Contribute to high quality outcomes every day.
- **A SENSE OF BELONGING**
Enjoy a sense of belonging and purpose, rich with diversity.
- **PROFESSIONALISM**
Use your expertise in a rewarding and fulfilling environment.
- **INTERNATIONAL REPUTATION**
Work with world leaders in intellectual property.
- **THE AUSTRALIAN PUBLIC SERVICE**
Experience all the advantages of the APS, with the size and agility of enterprise.

Working in the APS

Australian Public Service (APS) [Values](#) guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service [Code of Conduct](#).

You can find out more about the APS's Employee Value Proposition here: [Work with us | APS jobs](#)



CAPABILITY FRAMEWORK - RELEVANT TO EXECUTIVE LEVEL 1



Agility and innovation – lead and empower a culture of agility and innovation

- Independently or collaboratively develop new insights, solutions and recommendations for complex situations.
- Regularly scan the horizon and undertake research and analysis where appropriate to anticipate and address issues, identify opportunities, innovative methods, trends, capabilities and products.
- Select the most effective solution for the benefit of the organisation and effectively communicate the benefits and risks to the decision-maker.
- Lead the team to adapt and participate in change activities to contribute to business group outcomes.



Customer centric – lead and empower a culture of quality customer service

- Actively engage internally and externally where relevant to improve outcomes for customers.
- Actively engage with customers to ensure equitable access to services.
- Monitor customer service and service delivery functions, including anticipating and identifying customer service needs, collecting evidence to inform decisions, and implementing solutions that deliver quality customer centric outcomes.
- Promote, lead and embed customer centric behaviours within a team environment.



Data literacy – lead and empower appropriate use and creation of data

- Effectively and appropriately obtain and use data to lead the team to meet business group outcomes.
- Demonstrate a clear understanding of IP Australia's frameworks that guide data use and the broader context in which data is managed in the APS.
- Demonstrate the ability to plan, identify opportunities and understand how data can be improved to align with the strategic direction.
- Identify key stakeholders and understand how the data will be used to inform decision-making.
- Ensure that systems are in place to protect the privileged use and integrity of the data.



Engages with risk – lead and empower positive risk behaviour

- Lead an environment where staff are empowered to have open communication about risk that leads to IP Australia's target risk culture.
- Have a sound understanding of IP Australia's risk management framework to ensure that risks are defined, documented, communicated and managed.
- Understand and manage risks within span of influence, including those managed by staff.
- Provide and encourage an environment where risk-taking is supported within clear boundaries.



People, network and self-leadership – lead and empower authentic leadership behaviour

- Lead and develop the team through mentoring and guidance; recognise and reward achievements and behaviour.
- Lead the team by building trust, encouraging conversations about change and challenging environments, and model behaviours including resilience, flexibility and persistence.
- Develop and strengthen new and existing relationships across the APS and IP Australia; represent IP Australia in various fora where appropriate.
- Cultivate and promote strong relationships to support business objectives and decision-making.
- Actively seek out feedback on own performance; respond proactively and make appropriate changes.



Job Specific Technical Capabilities

- Maintains a high level of knowledge of relevant sources, standards, frameworks, policies, guidelines, legislation and best practice models.
- Provides technical guidance on complex problems to colleagues, particularly where there is no clear or definitive course of action.
- Applies expertise and leadership to the development and promotion of new standards, tools or products.
- Develops others by sharing specific technical expertise with the broader agency.
- Recognises complex technical risks and escalates appropriately.