



Australian Government
Comcare

APS Level 6 Microsoft Dynamics CRM Developer

\$99,985 to \$110,946 per annum plus 15.4% superannuation

Canberra ACT

WE CARE: IT'S WHAT SETS US APART.



Position Detail	
Job Reference	VN-0758055
Classification	APS Level 6
Employment Status	Non-ongoing <i>An opportunity exists for a Non-ongoing position for up to 12 months.</i>
Hours	Full time
Group	Corporate
Team	Technology and Information Management
Unit	Enterprise Solutions Support
Location	Canberra ACT
Selection Process	<p>Please apply through Comcare's Current Vacancies website, providing a statement of claims with your response outlining what you could bring to this position including your skills, experience and knowledge relevant to the below job specific capabilities and role (maximum 2 pages).</p> <p>Our competitive merit process can take approximately six weeks, covering shortlisting, interviews, references, and offers. Processes may also include psychometric testing and a written assessment.</p> <p>We welcome candidates from within or outside of the Australian Public Service to apply. The Australian Public Service Commission has provided guidance which may assist with your application: Cracking the Code.</p>
Eligibility and Specific Conditions of Employment	<ol style="list-style-type: none"> 1. Australian citizenship. 2. Character clearance (Australian Criminal History Check). 3. Employee Health Declaration. 4. Six months probationary period for new engagements. 5. Ability to obtain and maintain a Baseline Security Clearance. 6. Specific Conditions: <ul style="list-style-type: none"> • The position requires to work outside of normal business hours from time to time to support planned releases. <p>For information on conditions of employment, please go to Working at Comcare.</p>
Applications Open and Close	Tuesday, 13 May 2025 to Sunday, 25 May 2025 at 11:59pm (Australian Eastern Daylight Time)
Contact Officer	Please contact Recruitment@comcare.gov.au

Team and Role Overview

The Technology and Information Management team maintain Comcare's Information, Communication and Technology (ICT) infrastructure and provide strategic leadership, governance, solutions and advice for the effective management of information.

The Applications Development unit is one part of this team and is primarily responsible for development and support of Comcare's business systems. The consists of unit has 3 development cells: Java, Oracle and .Net/Dynamics.

The Microsoft Dynamics Customer Relationship Management (CRM) Developer will contribute to the design, development, modification, testing, adaptation, and/or implementation and post-implementation support of short and long-term software solutions to business and technology needs.

The Microsoft Dynamics CRM Developer will be involved in all aspects of the software development lifecycle, including maintaining, managing, and designing CRM software applications and supporting environments. They will also review system requirements and business processes and be able to work independently in a fast-paced environment on more complex issues.

The successful candidate must be an experienced and innovative technical Microsoft Dynamics CRM Developer, who is able to lead the increasing utilisation of MS Dynamics CRM for managing Corporate CRM and Operational Management functions within Comcare.

Primary Responsibilities:

As part of a small development unit, this role will:

1. Implement software applications and customize business applications using MS Dynamics CRM 2016, ASP.Net Technology, IIS, SQL, JavaScript, HTML, and Web Services.
2. Design, develop, and document working solutions, integrations, and data migration elements of a Microsoft Dynamics CRM platform.
3. Create CRM software components and code patterns which foster reusability and enterprise capabilities and support efforts to integrate MS Dynamics CRM with other systems and applications.
4. Identify and recommend product customizations and enhancements to meet client requirements using Dynamics CRM.
5. Work with project teams to analyse business requirements, define functional requirements, and document solution design.
6. Architect appropriate CRM technical solutions to meet business/functional requirements including the migration from on-premise Dynamics 2016 to Dynamics 365 and contribute to future strategy in relation to platform, capacity planning, and upgrades.
7. Generate technical documentation and assist with the development and provision of end-user training.
8. Provide support for users and perform troubleshooting, including root cause analysis of production issues and documenting resolutions.
9. Interpret requirements and develop software following the vision of team leadership and architectural design, while working against a product backlog in an agile development environment.
10. Recommend innovative solutions that will support improved business processes.

Job Specific Capabilities

1. Extensive knowledge and experience in MS Dynamics CRM including configuration, customization plug-ins, and security.
2. Sound understanding of integration technologies (such as WCF, Web Services, APIs) and code version control tools.
3. Well-developed understanding of the Software Development Lifecycle (SDLC).
4. Strong analytical skills including the ability to interpret information, interact with stakeholders, and deal with challenges to achieve business-focused solutions.

Qualifications and Experience

Mandatory

- Relevant degree or industry qualifications
- Minimum 3 years' software development experience with the .Net and Microsoft Dynamics CRM.

Desirable

- Experience in SharePoint Integration.

Who we are

For over thirty years, Comcare has been the national authority for work health and safety, and workers' compensation.

- **Our purpose** is to promote and enable safe and healthy work, and to minimise the impact of harm in the workplace.
- **Our mission** as a sector leader is to enhance workplace safety, prevent injury, and foster early intervention. We administer a workers' compensation scheme covering over 860,000 employees across multiple industries.
- **Our stakeholders** are central to our purpose. We partner with employees, employers, and service providers to tailor our services to their specific needs.
- **Our workforce** is flexible, diverse, respectful, and professional. We take an insight-driven, evidence and risk-based approach to our work. Comcare cares about the health, safety and wellbeing of its employees and making impactful change.

By joining Comcare, part of the Australian Public Service (APS), you will enjoy the benefits of being part of a culture which is focused on making a positive impact on the health and safety of Australians.

We demonstrate our dedication to your well-being, through a range of conditions and benefits and will actively support your pathway to career growth. We recognise that flexibility applies to all roles to assist with maintaining a positive work/life balance, however, not all types of flexible working arrangements will be suitable for all roles or circumstances, but include access to part-time work, flex-time, hybrid home/office work arrangements.



We care about making an impact.

Make a meaningful contribution to the health and safety of workers nationwide. Our experienced workforce are pioneers of safe work initiatives, including strategies to address psychosocial hazards.

- *We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work.*



We care about you.

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background.

- *All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.*
- *Generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.*



We care about each other.

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance.

- *Flexible work for your life balance including work from home and office arrangements, and flexitime for employees up to and including the APS6 level.*



We care about growing your career.

We champion a culture of development, offering on-the-job training, support for studies, and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.

- *Investing in your career development through a range of learning options, from on-the-job training, formal training courses, support for continued professional development, up to \$5,000 per year in study assistance, as well as coaching, mentoring, and opportunities to make a difference through various working groups.*



We care about recognising your contribution.

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements.

- *Annual CEO Awards recognising outstanding achievements.*

RecruitAbility Scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means you will be progressed to further assessment if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.



How do I opt into the RecruitAbility scheme?

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

Reasonable adjustments

We provide reasonable adjustments such as access, equipment, or other practical support at relevant stages of the recruitment process. Further details about the RecruitAbility scheme please go to [the Australian Public Service Commission, A Guide for applicants](#).

Diversity and Inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential.

If you require any special arrangements to be made for assessment, please indicate this in your application and a member of the selection panel will contact you.

Merit Pool

A merit pool of suitable applicants may be created which can be used to fill future similar vacancies should they become available over the next 18 months.