

Job Description	
Position	Engineer
Department	Application Development
Division	Information System
Level/Grade	JG8/9
Reports to	Head, MEPSATM
Reporting to this position	N/A

SUMMARY OF RESPONSIBILITIES

The role is responsible for Self Service Terminal, EWIDT, E-service, SDMS, Reconciliation, ITM, Checker applications ensuring that the programming, testing, documentation activities are performed in accordance to the IT standards, technical specifications and project schedules, as well as giving support to the assigned applications.

KEY AREAS OF RESPONSIBILITIES

Key areas of responsibilities are as follows:

- Self Service Terminal, EWIDT, E-service, SDMS, Reconciliation, ITM, Checker applications in accordance to projected timeframe, requirements and information technology standards.
- Ensure the application programming is being developed in accordance to the technical specification.
- To ensure the application programming or application function is fully tested in accordance to the test plan and test script.
- To ensure the test script is being developed in accordance to the test plan.
- To ensure the programming and testing activities are being documented and filed accordingly.
- To utilise system development processes to ensure that all necessary steps have been performed prior to bringing up an application in a production operating environment (these steps include consideration of security at several places such).
- Notifies management about potential problems associated with the application systems that they have been working on, which are not adequately addressed by control mechanisms (these problems include potential privacy violations).
- Responsible for the assigned applications whereby to ensure applications are in accordance to the projected timeframe, requirements and information technology standards.
- To collate information for establishing programming specification, procedure/user manual, test plan, migration plan and migration checklists.
- To identify and escalate any technical issue to immediate superior, immediately with possible recommendations.
- To develop the application programs that consists of coding and debugging.
- To develop the test script with regards to the unit or integration testing of the application program.
- To document the development works with regards to the programming and testing activities.
- To perform the unit or integration testing of the application program.
- To troubleshoot errors in resolving reported problem logs.

CORE COMPETENCIES

Acts with Integrity & Professionalism

1. Holds oneself to the highest standards of ethical behaviour and professional conduct
2. Protects and upholds PayNet's reputation in internal and external interactions
3. Takes responsibility and ownership for self, team's and organisation's commitments (including mistakes)

Fosters Collaboration

1. Understands the interdependencies and unique requirements of key PayNet stakeholders
2. Builds personal rapport and mutual relationships for work effectiveness & optimal delivery
3. Collaborates, being inclusive and provides proactive support and guidance, to individuals or teams within and beyond the organisation

Strives for Excellence

1. Benchmarks against the best, sets challenging targets and strives to deliver beyond set targets
2. Maintains high quality work standards while continuously pursuing improvement
3. Vigorous and continuous self-driven development with an optimistic demeanour in overcoming challenges and self-limiting beliefs

Embraces Change & Innovation

1. Identifies opportunities, new ideas and drives execution for improvement and growth
2. Acts as change agent and is flexible to adapt to internal and external changes
3. Prioritises and allocates resources based on importance and urgency of change initiatives

Focuses on Customer

1. Builds understanding of customers' unique needs and preferences
2. Strives to go beyond customers' requirements without compromising PayNet's interest
3. Strives to enlist customers' trust without compromising PayNet's interest

Effective and Open Communication

1. Adjusts one's interaction style to suit target group preferences
2. Demonstrates patience and listens attentively to others' opinions and suggestions
3. Uses multiple communication strategies and methodologies to promote dialogue, create understanding and gain buy in from stakeholders

FUNCTIONAL COMPETENCIES

System and Network Operation Management

- Demonstrate good understanding of system, database and network requirements and functions; able to manage, identify and implement improvements for the department efficiency and effectiveness.

Issue/Problem Management Negotiation Skills

- Demonstrate ability to coordinate and provide technical operations supports and input, problem analysis in ensuring all problems being resolved amicably.

Project Management

- Demonstrate understanding and knowledge on the fundamental project management skills, tools and techniques to participate in any new project implementation in relations to the technical operations.

Enterprise Risk Management

- Understands and applies controls effectively to manage key risks and provides suggestions to improve the controls, wherever possible.
- Promptly escalates risks and incidents to senior management in accordance to existing procedure.
- Comply to relevant regulations, guidelines and procedures.

QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Systems Technology, or Software Engineering
 - Minimum one (1) year relevant experience in Information Technology will be an added advantage
 - Minimum one (1) year working experience in CL, RPG, RPGLE, DB2, SQL, JAVA would be an added advantage
 - Self-driven and aspire to work effectively with minimum supervision
 - Effective communication skills in both English and Bahasa Malaysia
 - Supreme attention to detail and analytical, critical thinking and problem-solving skills, self-driven and quality results oriented
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