

POSITION DESCRIPTION

Software Engineer

July 2026

Team	Department
Delivery	Technology Services
Reports to	Direct reports
Platform and Engineering Manager	NIL
Employment type	Location
Permanent – Full Time	Hybrid Working (3:2 Office/WFH) Primary Location: Newborough or Melbourne
Award	
Banking, Finance & Insurance Award Level 4	

Who are we

At Latrobe Health Services, we're all in, for our members, our communities and each other. And as a team, we're all in on creating a place where everyone feels valued, supported and included.

As a not-for-profit member-owned health fund, we're trusted by more than 110,000 Australians through every stage of their health and wellness journey, showing up in the moments that matter and giving back to the communities we're part of.

Our ambition is simple, to be a leading not-for-profit health insurer, improving health and wellbeing outcomes for all Australians. We bring this to life through our values of Courage, Connection, Curiosity and Care and the way we show up, All In. All Day.

Why this role matters

The Software Engineer plays a key role in designing, building and supporting business capabilities across Microsoft Dynamics 365, Latrobe's Azure integration and digital platforms.

This role works closely with product owners, business stakeholders and technology teams to deliver quality, secure, scalable and maintainable solutions that improve member and employee experiences and is responsible for contributing across the full software delivery lifecycle, including solution design, development, integration, test automation, DevSecOps practices, CI/CD pipelines and operational support. As part of Latrobe's move towards greater internal capability, this position helps reduce reliance on external vendors through strong engineering ownership and continuous improvement.

What you'll be doing

- Designing, building and supporting business capabilities across Microsoft Dynamics 365 Customer Engagement, Power Platform, Azure Integration Services and digital platforms, leveraging cloud-native and AI-enabled engineering practices.
- Design and build event-driven and API-led integrations using Azure Integration Services including Azure Functions, Logic Apps, Service Bus, Event Grid and API Management.
- Develop and maintain APIs, services, workflows, front-end components and data interactions using contemporary technologies such as .NET, C#, SQL, HTML/JavaScript, Next.js and Azure services where appropriate.
- Work hands-on in the codebase across engineering streams (D365, web, mobile, Azure) on the problems that matter most: the AI capability layer, the data contracts that hold the platform together, and ongoing platform modernisation.
- Translate business and member needs into reliable CRM, integration and digital solutions that support Latrobe's evolving product and value stream model.
- Work closely with product owners, analysts, architects, service desk, platform engineers and vendors to reduce handoffs and build internal ownership of core platforms.
- Design, build and support secure, reliable and scalable software delivery processes through DevSecOps practices, CI/CD automation, environment management, release engineering, observability and operational support using Azure DevOps, GitHub and related tooling.
- Embed security, quality and operability into solution design through secure coding, automated testing, peer review, observability and documented run/support practices.
- Support progressive decoupling from legacy systems by building composable, API-first capabilities across CRM, EIP, digital and peripheral systems.
- Apply AI-enabled engineering tools responsibly to accelerate solution design, coding, testing, documentation and continuous improvement while maintaining accountability for outcomes.
- Actively participate in Agile ceremonies and contribute to planning, delivery and continuous improvement activities.
- Contribute to platform & software engineering practices through reusable pipelines, infrastructure templates, developer self-service capabilities and standardised engineering patterns.
- Apply secure-by-design principles including threat modelling, secrets management, dependency management, vulnerability remediation, OWASP guidance and security testing throughout the software development lifecycle.
- Contribute to hardest code reviews and pair on complex debugging and integration problems improving both the code and the engineer who wrote it.
- Develop and maintain cloud infrastructure using Infrastructure as Code practices, preferably using Bicep, Terraform or equivalent tooling.
- Develop automated unit, integration, contract and end-to-end tests to support continuous delivery and solution quality.

How you'll work with others

- Bring our All In. All Day. mindset to your work, showing up with care, curiosity, courage, and a focus on connection in everything you do.



- Build strong relationships across the business, working collaboratively and bringing others with you to achieve shared outcomes.
- Stay organised and focused, managing your priorities to consistently deliver on expectations and support team goals.
- Contribute to a positive, inclusive team environment where people feel supported to do their best work, whether working independently or as part of a team.

How you'll approach your work

- Take ownership of your work, following through on commitments and delivering on expected outcomes.
- Share information and support your team to keep things moving and stay aligned.
- Work in line with our policies, procedures, and regulatory requirements, doing the right thing for our members, our team, and our business.
- Stay aware of risk, compliance, and privacy responsibilities relevant to your role.
- Speak up early if something doesn't feel right, and take action to address issues or escalate where needed.
- Set goals and take ownership of your growth, continuing to learn and improve.

How you'll make decisions

- Use sound judgement, data, and insights to make informed decisions that support strong outcomes.
- Consider the impact of your decisions on members, colleagues, and the broader business.
- Make fair, objective decisions that align with our priorities and risk approach.
- Know when to take action, and when to involve others, escalating or delegating where needed.

What you'll bring

- Bachelor's degree in computer science, Information Technology, related field.
- 3-5+ years as Software Engineering Experience in a commercial environment.
- Demonstrated experience developing and supporting Microsoft Dynamics 365 CRM, Power Platform solutions and/or Azure Integration Service in a commercial environment.
- Strong understanding of REST APIs, JSON and modern integration design principles/patterns, with hands-on experience developing, securing and supporting integrations between enterprise applications, cloud services and third-party platforms.
- A foundation in SOLID design and XP-style practice: test-first development, continuous integration, small batches, and shared ownership.
- Working knowledge of relevant technologies and frameworks such as .NET, C#, SQL, HTML/CSS/JavaScript, Next.js, Azure DevOps, Jira and observability tools.
- Working knowledge in diverse range of testing concepts and frameworks, how to structure code to enable testing, and hands-on experience writing tests (essential).
- Experience delivering in Agile or product-led teams with practical understanding of DevOps, DevSecOps, CI/CD, automated testing, release management and operational support.
- Ability to work across CRM, integration, digital and platform domains, balancing technical depth with broad systems thinking and business outcome focus.



- Practical experience directing AI coding agents to ship production software and building the guardrails and architectural practices that make it safe at scale.
- Strong communication and collaboration skills, with the ability to reduce handoffs, explain technical options clearly and work effectively with internal teams and external partners.
- Desirable: exposure to Databricks, Genesys, AI-assisted engineering tools and private health insurance or regulated financial services environments.
- Demonstrated ability to work collaboratively within cross-functional teams while taking ownership of tasks and delivering outcomes independently.
- Excellent verbal and written communication skills, with the ability to articulate complex technical concepts to non-technical stakeholders.
- Ability to influence and uplift engineering standards, testing, observability, security, and deployment practices across teams.

Compliance responsibilities

We all play a role in doing things the right way. This includes:

Private Health Insurance Code of Conduct

- Working in line with the Private Health Insurance Code of Conduct and related policies and procedures.

Information Security

- Taking responsibility for managing information security risks within your relevant area.
- Ensure appropriate security controls are in place, working effectively, and kept up to date.
- Support assurance activities by providing access to relevant information, documentation, and people when needed.
- Work with risk, compliance, and audit teams who provide independent oversight and assurance.

Mandatory checks

Before you start employment with us, there are a couple of requirements to be aware of:

- We'll complete an Australian Police check as part of our onboarding process.
- You'll need Australian working rights (citizenship, permanent residency, or a valid visa).

