Testing and Quality Assurance Analyst

POSITION NO 0025879
CLASSIFICATION UOM 7
SALARY $102,338 – $110,780 p.a (pro rata for part-time)
SUPERANNUATION Employer contribution of 17%
WORKING HOURS Full Time (1 FTE)
BASIS OF EMPLOYMENT Continuing
OTHER BENEFITS https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY Gopal Diddi
Email gopal.diddi@unimelb.edu.au
Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes, and a wide range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in Asia and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance within and across functions. It is responsible for the University’s budget and financial performance and its property and capital management.

The COO Portfolio comprises eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a operational improvement and service transformation program, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
• Property
• Research, Innovation and Commercialisation
• Student and Scholarly Services

Business Services
Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

Enterprise Technology
Enterprise Technology is responsible for all aspects of Enterprise & IT foundational technology including both change (project) and run (operational) aspects.

The Enterprise Services domain team, within Enterprise Technology, plans and delivers a diverse range of projects including IT enablement for new buildings on campus and other facilities / smart campus projects; IT infrastructure projects; integration / identity management / Cybersecurity projects; and application / digital projects in the Enterprise Services Domain (finance, HR, procurement, service management, space management and other back-office Enterprise capabilities).

EQUAL OPPORTUNITY, DIVERSITY, AND INCLUSION
The University is an equal opportunity employer committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, defamation and victimisation. The University makes decisions on employment, promotion and reward based on merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability, and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence.

ABOUT THE ROLE
Position Purpose:
This role is responsible for carrying out testing and quality assurance activities aimed at ensuring that new or changed products and services meet defined requirements and agreed levels of quality. This is responsible for conducting manual functional testing with a focus on the
UI, functionality, and end-to-end process and ensuring there is no regression in existing code due to changes. Where test automation has been implemented, this role may be required for execution and debugging of automation test scripts. This role is responsible for identifying, tracking, and reporting defects, and working with developers, product owners, and other stakeholders to ensure they are resolved. The role will also provide input as needed to the development and creation of test strategies, test plans, and test cases, assisting with requirements and user story analysis.

The role will provide input to improving test practice standards, processes, practices, guidelines, and templates, and ensure they are understood and are being consistently applied and adhered to. The role is required engage with stakeholders, communicate status, raise risks, issues and dependencies through the appropriate channels and work closely with the Testing and Quality Assurance (TQA), Lead, as well as other internal and external stakeholders.

Reporting line: TQA Lead

No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

**Key Dimensions and Responsibilities:**

**Task level:** Moderate

**Organisational knowledge:** Moderate

**Judgement:** Moderate

**Operational context:** Business Services IT

**OH&S and compliance:** All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors, and other personnel. Specific responsibilities for the role are available at [http://safety.unimelb.edu.au/topics/responsibilities/](http://safety.unimelb.edu.au/topics/responsibilities/). Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations, and policies.

**Core Accountabilities:**

- Carrying out manual functional testing as needed.
- Provide input to development of, and create test deliverables including test strategies, test plans, test cases and test executions to verify acceptance criteria/requirements.
- Execution of existing automation test scripts and their debugging.
- Help create, maintain, and improve testing related assets and artefact’s for, integration and manual system testing including frameworks, strategies, test plans, test scripts, and promote best practices.
- Liaising and consulting with teams across Business Services and stakeholders to develop and maintain effective working relationships.
- Provide expert advice and guidance for all key testing functional activities, including input to test scope definition, test estimation, through to the final completion of testing and reporting appropriately to key stakeholders
- Work with projects and operational teams to ensure effective development and handover of testing assets for reuse and in support of the production regression-testing suite, maintaining and enhancing the regression test suite to ensure it is current and efficient.
• Design, create, execute and report tests results using appropriate and agreed Test Tools.
• Maintaining knowledge and expertise, take responsibility for own learning and development needs and build the skills of others through knowledge transfer.

Selection Criteria:

Education/Qualifications

1. The appointee will have:
   • Undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training in Testing
   • Qualifications in IT, Business, or other relevant discipline and/or equivalent mix of education

Knowledge and skills:

1. Demonstrate Business Services values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people, and building relationships in your workplace.

2. Demonstrate a clear understanding of testing roles, principles, methodologies, and tools, including experience of developing flexible and pragmatic testing approaches to support achievement of delivery milestones.

3. Extensive experience in creating test deliverables to support projects and operational activities

4. Extensive experience across Functional System Testing, System Integration and Regression testing capabilities.

5. Extensive experience in identifying application issues both functionally and technically and knowledge in creation of complex SQL queries to support the analysis of application issues.

6. Strong verbal and communication skills; with proven ability to adapt to multiple stakeholders from varying contexts

7. Evidence of self-driven, open, learning mindset with strong facilitation skills

8. Demonstrate ability to work independently with excellent time management skills and a history of working effectively under time pressure with a willingness to see them through to successful conclusion.

Desirable

• Knowledge and experience in Agile Methodologies
• Experience in a university environment

Other job-related information:

• Position located in Carlton, Melbourne.