



POSITION DESCRIPTION

Position Title	Quality Assurance Coordinator	Position No.	[Position No.]
Team	Product & Content Technology	Classification	Content Maker
Department	Information Governance	Schedule Roster Cycle	Schedule A 2 Week Rostered
Location	Ultimo	Band / Level	Band 5
Reports to	Manager, Information Governance 01013574	HR Endorsement	[Endorsement]
Purpose			

Day-to-day supervision of the QA process to ensure that procedures, guidelines and standards are followed. Provide Quality Assurance to ensure that digital files delivered by Suppliers meet quality control requirements set out by the ABC as well as verify that files are attached to the correct records in destination systems such as CoDA and Content Manager.

Key Accountabilities

- Under general direction, assist with the provision of quality assurance and technical expertise to ensure the required standards across workflows and quality control are met for the project.
- Independently, or as part of a team, undertake quality assurance activities on digital files uploaded to destination systems, verifying that file capture is complete, metadata is correct and that files pass all QA tests.
- Operate independently and display initiative in reporting and/or resolving hardware, software or other technical issues to the Manager, Information Governance and IT.
- Effectively communicate with various teams to ensure QA deadlines are met, QA fails are actioned and that metadata issues are resolved.
- Training of new staff and be willing to provide advice and/or assist with the development of procedures and guidelines. As directed, report on activities related to the Document and Stills Digitisation project
- Day-to-day supervision of Project Officers, including verification of QA reports.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Relevant qualifications and/or experience within a document management, digital image management, digitisation services or technical archives environment.
2. Demonstrated computer literacy and experience with digital document files.
3. Demonstrated ability to manage efficient and effective quality sampling, inspection, testing, analysis and reporting processes.
4. Sound knowledge of digitisation technology and preservation issues relating to digital document and image content. Experience in bulk document and/or image processing.
5. Demonstrated organisational and task management skills including the ability to identify issues and propose solutions, implement work plans, and to respond to changing priorities while paying close attention to detail.
6. Proven ability to prioritise and meet deadlines.
7. Good communication skills and the ability to work independently or as part of a team.





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8. Demonstrated understanding and passion to source and create authentic content which represents the broad diversity of the Australian community, including stories that reflect a range of cultural and linguistic backgrounds and Indigenous communities where editorially relevant.
9. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
10. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
11. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.