



## Position description

### Functional and UX Validation Tester

Department/Unit	Student Task Force
Faculty/Division	eSolutions
Classification	HEW Level 9
Work location	Clayton campus
Date document created or updated	19 September 2016

### Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu)

**eSolutions** leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform in its role as a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: [www.monash.edu/esolutions/](http://www.monash.edu/esolutions/)

**Student Task Force (STF) Team** provides digital solutions that are primarily student facing, although at times these solutions might be for Monash staff use. The STF Team operates from within the eSolutions Department and is made up of multidisciplinary roles working together in an agile and iterative fashion with close collaboration with real users of the digital solutions produced.

### Position purpose

The Functional and UX Validation Tester is responsible for the quality assurance and “in the field” review of digital solutions with real users to improve usability, acceptance and adoption. Underpinning activities include continuous iterative functional testing, pre and post release testing, demonstrating solutions to end users and managing their feedback whilst working cooperatively with the STF Senior Product Manager and Developers.

Key to the success of this position is a passion for validating and demonstrating the end to end user experience with real users and identifying improvements on an iterative fashion, while remaining pragmatic and outcomes focused. This will be achieved through excellent communication skills working closely with developers and users alike, strong ability to critique user experience and previous experience working with web technologies.

A source of authoritative and specialist advice, this position will provide guidance to senior stakeholders on projects under management as well as implications for current policies or processes that may need to be updated as a results of change, contributing to a focus of continual improvement and service excellence.

**Reporting line:** The position reports to the STF Senior Product Manager under broad direction with a considerable degree of autonomy

**Supervisory responsibilities:** Not applicable

**Financial delegation and/or budget responsibilities:** Not applicable

## Key responsibilities

1. Perform iterative quality assurance of student facing digital solutions developed by the STF Team to ensure usability and stability of digital solutions
2. Lead and manage functional, integration and regression testing of digital solutions to ensure released products are stable, reliable and fit for purpose
3. Lead the delivery and manage the coordination and planning of testing phases including periodic reporting on the test environment status for all projects under management, assisting with managing potential risks and issues
4. Lead and manage pre and post release test results according to agreed acceptance criteria and ensure traceability in incremental releases to maintain strong documentation standards providing the resultant information to senior stakeholders with the view to change or adopt policies and procedures
5. Ensure usability of digital solutions is thoroughly validated and reviewed to improve acceptance and adoption by end-users
6. Work cooperatively and alongside end users (often on campus) to demonstrate the end to end digital solutions created and seek their feedback on the user experience to close product service gaps and resolve errors, ensuring high quality final products are released
7. Collaborate closely with STF Senior Product Manager and Developers to perform continuous iterative functional testing in order to support development teams in the production of quality, reliable solutions
8. Keep abreast of future technologies and industry trends to provide specialist advice on enhancing interlinking policies and systems to leadership as well as maintaining skills in line with improving productivity

## Key selection criteria

### Education/Qualifications

1. The appointee will have:
  - a post graduate qualification in information technology, information management, business or other relevant discipline and extensive relevant experience; or
  - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Demonstrated and deep experience in functional testing and validation of user experience, working alongside end users seeking their feedback on their experience of digital products
3. Proven experience leading testing execution - functional and integration testing, regression, pre and post deployment testing, user interface and user acceptance
4. Hands on experience working with software development teams producing digital solutions, using a combination of Lean and Agile techniques and methodologies (particularly Extreme Programming)
5. Report and track defects and issues raised within each release
6. Attention to detail, excellent communication and collaboration skills
7. Strong experience with front-end web based application testing across multiple browsers and devices
8. Experience with source control tools (preferably Git and) and exposure to web technologies including HTML/CSS/JS/JSON, as well as proven skills in using browser tools, such as the Chrome DevTools to debug issues

## Other job-related information

- Travel (e.g. to other campuses of the University) will be required
- International travel may be required

## Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

## Organisational chart

