

Position description

Position details

Position title:	Automation Test Analyst	Position number:	2079
Business group	ICT	Grade:	4
Directorate:	Corporate Operations	FTE:	1
Reports to:	Team Leader Application Testing	Number of direct reports:	0

Organisational overview

ReturnToWorkSA is responsible for insuring and regulating the South Australian Return to Work scheme. We provide insurance that protects South Australian businesses and their workers in the event of a work injury.

Designed to protect business owners from the full cost of workplace injuries, we provide financial support to cover worker wages, reasonable medical treatment and return to work services to people who have been injured at work.

Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible.

Business group and Directorate overview

The Corporate Operations Group provides a range of business services that enable ReturnToWorkSA to achieve its strategic and operational objectives. The Group is responsible for the full range of business services related to:

- ICT systems and infrastructure that support employees as well as access to ReturnToWorkSA's core systems for approximately 400 claims agent users
- Human resources and organisational design & development functions, including the management of Health, Safety and Wellbeing
- Internal governance functions including business continuity planning, compliance and FOI requests
- Marketing and communications functions including media advice, public relations and online services
- Internal legal function focussed on legal advice related to Scheme matters
- Business and Scheme improvement initiatives.

Position purpose

The Automation Test Analyst is responsible for providing automation testing advice and services, and assists other team members with automated test issues. This portfolio includes, but is not limited to, Cúram, HPRM, Versa and SharePoint.

Key relationships

Internal: All ICT Customers, ICT Service Provision teams

External: ICT suppliers and service providers, ICT Contractors

Key result areas (KRA's)

1. Provide Test Automation Services by:

- Collaborating with developers, business analysts and users to understand testing needs and identify opportunities for automated and load testing
- Ensuring that automated test scripts are created, maintained and executed to meet software release deliverables and project testing requirements
- Ensuring that load test scripts are created, maintained and executed to provide consistent baselines and measurement of the performance of applications to meet software release deliverables and project testing requirements
- Ensure that automated test scripts are created, maintained and executed to create test and training data
- Ensuring application and infrastructure changes are thoroughly tested and test tools are used appropriately to ensure an effective and efficient test process
- Ensuring that automated test scripts are created, maintained and executed to support integrated testing
- Provide recommendations on suitable test tools and their maintenance to support automated and load testing needs
- Providing technical support for test tool applications
- Providing accurate reporting of problems identified during test execution and ensuring appropriate resolution
- Contribute to the continuous improvement of test quality by undertaking reviews and recommending improvements.

2. Operate with a defined ICT Software Development Life-cycle by:

- Working with the development and business analyst teams to understand how changes in the software product affect maintenance of automated and load test scripts as well as automated test environments
- Creating and executing release and upgrade automation test scripts
- Developing and maintaining automation test suites for Smoke, Functional, Regression and Performance tests to ensure code is functioning as designed
- Reviewing project plans prepared by Project Managers to ensure realistic estimates for automation testing activities
- Troubleshoot defects and manage defect tracking and resolution for defects related to automated and load testing
- Provide assistance in the creation and maintenance of test documents.

3. Actively contribute to ICT success by:

- Assisting and mentoring members of the Test Team with various automation and load testing challenges
- Perform manual testing when required
- Assist the Team Leader in identifying and proposing areas of improvement throughout the software

development process, particularly in automation and load testing

- Being seen by all ICT staff and customers as upholding ICT values, processes and decisions
- Contribute to robust discussion regarding all aspects of ICT projects, service, support, infrastructure, design, policy, process and business planning
- Advance processes and procedures to improve the standard and efficiency of the Application Delivery team
- Promote a strong internal service culture, ensuring a service delivery approach that is responsive to the operational and strategic needs of the organisation.

4. ReturnToWorkSA successfully achieves workplace health and safety and injury management

(WHS&IM) objectives and continuous improvement of WHS&IM by:

- Being engaged in WHS&IM activities
- Seeking opportunities for improving our WHS&IM systems
- Understanding your WHS&IM responsibilities and accountabilities
- Identifying hazards and undertaking actions to minimise risks where appropriate
- Actively participating in WHS&IM training.

5. A collaborative, performance based organisational culture is actively maintained and developed, and all actions and behaviours are aligned with the organisational values of Professional Excellence, Achievement, Respect and Integrity

Notwithstanding the above, other duties may be required.

Qualifications

- Bachelor degree in information science or information technology (in lieu of formal qualifications, consideration will be given to candidates with relevant experience)
- ITIL Foundation V3.

Knowledge, skills and experience

Essential

- Experience in automated software testing
- Understanding of the software development lifecycle
- Significant knowledge of testing tools (ALM, UFT and Loadrunner)
- Demonstrated process based approach to IT Service Delivery e.g. ITIL
- Ability to develop and maintain working relationships with a wide range of people
- A collaborative and team orientated approach
- Attention to detail
- Ability to communicate clearly and concisely both verbally and in writing
- Ability to coach and mentor team members on automated test issues.

Desirable

- ISTQB Foundations in software testing or equivalent
- Experience in testing Java applications, data warehousing and SharePoint
- Working knowledge of Frontier, Technology One, HPRM and Salesforce applications
- Working knowledge of Agile Testing Methodologies.

Key Leadership Attributes

Attribute	Description	Level description examples
Lead Ethically	Set and display high behavioural standards that embody the organisation's values and support and encourage others to maintain high standards themselves.	Level 2: Proficient Able to demonstrate this attribute with sound levels of proficiency. Generally able to work independently. Occasionally seeks advice.
Communicate Influentially	While considering others' perspectives, positively influence others' understanding, thinking, attitude and action through engaging dialogue and persuasive communication to achieve desired outcomes.	Level 2: Proficient Able to demonstrate this attribute with sound levels of proficiency. Generally able to work independently. Occasionally seeks advice.
Apply Professional Judgement	Draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its stakeholders.	Level 2: Proficient Able to demonstrate this attribute with sound levels of proficiency. Generally able to work independently. Occasionally seeks advice.

Professional Skills (SFIA) Profile

Highest Level of Responsibility: Enable (4)

Skill	Description	Level Description
Programming / software development PROG	The design, creation, testing and documenting of new and amended programs from supplied specifications in accordance with agreed standards.	Level 2: Designs, codes, tests, corrects, and documents simple programs, and assists in the implementation of software which forms part of a properly engineered information or communications systems.
Testing TEST	Testing embraces the planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified, and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested.	Level 4 Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records, from test cases back to requirements. Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and Standards. Records and analyses actions and results, and maintains a defect register. Reviews Test results and modifies tests if necessary. Provides reports on progress, anomalies, risks and issues associated with the overall Project. Reports on system quality and collects metrics on Test cases. Provides specialist advice to support others Testing level.

Special requirements/conditions

Some work outside of normal business hours required.

Budget to be managed: Nil

Approved by: Kerry Hendy, Director ICT

Date: August 2016

Date last evaluated (P&C):