

Position Description

Manager, Digital Quality and Testing



Faculty/Portfolio	eSolutions
School/Centre	Software Engineering
Basis of Employment	Full-time (36.75 hours per week) and continuing
Primary Location of Work	Geelong Waurin Ponds Campus / Geelong Waterfront Campus / Melbourne Burwood Campus / Warrnambool Campus
Classification	HEW 9
Reporting Line	Director, Software Engineering

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurin Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurin Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[eSolutions](#)[Benefits of working
at Deakin](#)[Deakin's Strategic
Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a bronze award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The Manager, Digital Quality and Testing is a senior management role with accountability for leading a highly strategic, comprehensive and innovative suite of Test and Quality enabling services that address requirements of all University ICT projects and operations, inclusive of governance, consultation and advisory services; design, scoping and estimating; all types of test solution development, designing and building components of the software deployment pipelines and program/project analysis and reporting. A strong conceptual thinker and planner, as well as an effective hands-on manager and practitioner, the Manager Digital Quality and Testing leads the highly effective and efficient end-to-end, enterprise Quality and Testing functions that services both existing University systems and emergent API-driven connectivity demands arising from the convergence of technologies such as cloud, IoT, Software/Platforms as-a-Service, big data, social and mobile. The position remains abreast of emerging trends and best practice in Quality and Testing both on-premises and in the cloud, DevOps and CI/CD, and related ICT disciplines and ensure the group's capabilities and services remain current and effective at all times.

Key Relationships:

Internal	<ul style="list-style-type: none">Senior staff in the University to ensure Testing and Quality standards are understood and followed, and scoping, design, execution and reporting practices are well established across project, development and operational teams
External	<ul style="list-style-type: none">Vendors and consultants to provide strategic guidance and advice to deliver all ICT solutionsIndustry and other educational institutions to exchange information and verify best practice and then share and build on the knowledge internally

PRIMARY RESPONSIBILITIES

- Provide transformational leadership globally of the Quality and Testing functions, inclusive of best-practice strategies, frameworks and standards, policies and processes, enabling tools and reporting.
- Drive high-class contemporary Quality and Testing, toolsets and assets across a complex solution portfolio (in-house built, third party procured, on-premise and cloud), that meet the University's strategic aims and enable Deakin's ICT and digital solution landscape to evolve and adjust rapidly as necessary.
- Establish and maintain metrics, SLAs and processes, including formal relationships with key customers and eSolutions' teams (e.g. Solution Architecture, PMO, Application Development, Digital Solutions & Products, Infrastructure, etc.), that ensure overall effectiveness and suitability of Quality and Testing estimates, strategies, plans, reporting and UAT certification.
- Lead cost-effective, efficient, scalable, repeatable/reusable and robust University-wide information and Quality and Testing, and related services across all University ICT programs / projects as well as ICT operations.
- Mature capabilities and practices, and strategically plan and evolve a contemporary, innovative Quality and Test portfolio and environment that fosters purposeful design, reuse and self-service, and allows direct participation and decentralised technology use by distributed teams across the University and eSolutions.
- Provide direction and expert consultancy and advice in area of expertise and remit to senior members of the University and eSolutions in complex digital business and technology scenarios, in both project and operational contexts.
- Provide information to allow Project Steering committees to be confident that projects meet the Universities Quality objectives.
- Maintain a Centre for Enablement to guide and govern enterprise Continuous Quality and Testing, and to foster the adoption of modern, enterprise-grade service across the University and its projects.
- Effectively manage related vendor negotiations, relationships and third party Test teams solutions.
- Stay abreast of industry trends and proactively identify areas for growth, improvement, and development of Continuous Quality and Test related capabilities and practices.
- Build, lead, manage and mentor a high performing team of onshore and offshore professionals providing a full suite of Continuous Quality and Test functions and tools.

- This role has staffing responsibilities and must therefore ensure staff and own adherence to University policies and procedures, including but not limited to those relating to equal opportunity, occupational health and safety, risk and financial management, privacy, staff development and staff performance planning and review.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- Post-graduate qualifications in a relevant ICT discipline; or a degree in another discipline plus a postgraduate qualification in a relevant discipline: or
- An equivalent combination of qualification and extensive experience at a senior management level within a large commercial or educational environment.
- Professional qualifications or certifications in Information Architecture, ITIL v3 or PRINCE2 or equivalents **Desirable*
- Mule certification or advanced training qualifications **Desirable*

Capabilities and Personal Attributes:

- Extensive experience managing a Quality or Testing function and team at a senior level in a large, complex organisation, preferably across multiple geographies.
- Extensive experience with testing methodologies and techniques, preferably running in the Silk test suite.
- Applied, working knowledge of the latest technologies and trends in Continuous Quality Testing in a software deployment pipeline.
- Substantial proven experience leading and developing teams, in both operational and project capacities, to consistently achieve excellent results, preferably across multiple geographies.
- Producing Test reports for major reports
- Highly developed strategic/conceptual skills with proven ability to successfully plan, design and implement complex ICT services and functions.
- Outstanding ability to successfully manage a range of tasks and competing priorities in a complex enterprise, utilising effective decision-making techniques.
- Highly developed, proven stakeholder management and communication skills, including ability to explain complex technical concepts and processes to stakeholders with a non-technical background, to build awareness and commitment.
- Proven ability to plan, design and manage successful enterprise integration projects.
- Demonstrate the ability to exercise sound judgment, initiative, diplomacy, tact and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner
- Quality or Test management or design for commonly-used higher education sector ERPs and systems – for example, Desire2Learn, Callista, Workday, Salesforce, ServiceNow, PeopleSoft, or equivalents **Desirable*
- Demonstrable Selenium / Silk Test suite configuration and management **Desirable*

SPECIAL REQUIREMENTS

- Regular (e.g. fortnightly or more) travel is expected between the primary location of work and other Deakin premises in order to meet the responsibilities of the role, e.g. to meet with colleagues in eSolutions and other business units, and external stakeholders, etc.

- Infrequent work outside business hours may be required occasionally, e.g. weekend work during platform upgrades, or during launch of new products.
- Infrequent interstate or overseas travel may be required in pursuit of University business.
- Working With Children Check

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.