

JOB DESCRIPTION

Senior Analyst Test and Performance

ROLE TITLE	Senior Analyst Test and Performance
SECTION/DIVISION:	IT Information Systems, Digital Division
REPORTS TO:	Group Leader Test and Performance, <i>with a dotted line reporting to Product Manager or Programme Manager, as applicable</i>
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Design, plan, execute and report on testing processes and solutions to ensure the quality, reliability and completeness of information systems deployed on university platforms. Provide specialist support for all levels of testing; end to end testing of information systems under development; and ongoing maintenance of the quality assurance processes; reduce development defects, maintain quality standards, and ensure that the deliverables are fit for purpose and meet the business requirements. This role will mentor advanced automated testing techniques and continuous performance monitoring approaches. A strong client-focused orientation, grounded in an understanding of business and user needs, is critical to success in this role.
ACCOUNTABILITIES:	Testing, TEST: Level 5 Plans and drives testing activities across all stages and iterations of product, systems and service development. Provides authoritative advice and guidance on any aspect of test planning and execution. Adopts and adapts appropriate testing methods, automated tools and techniques to solve problems in tools and testing approaches. Measures and monitors applications of standards for testing. Assesses risks and takes preventative action. Identifies improvements and contributes to the development of organisational policies, standards, and guidelines for testing. Acceptance testing, BPTS: Level 5 Plans and manages acceptance testing activity. Specifies the acceptance testing environment for systems, products, business processes and services. Manages the creation of acceptance test cases and scenarios. Ensures that defined tests reflect realistic operational conditions and required level of coverage. Ensure tests and results are documented, analysed and reported to stakeholders, and required actions taken. Highlights issues and risks identified during testing to stakeholders. Provides authoritative advice and guidance on planning and execution of acceptance tests.

Stakeholder relationship management, RLMT: Level 4

Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.

Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.

Helps develop and enhance customer and stakeholder relationships.

Problem management, PBMG: Level 3

Investigates problems in systems, processes and services.

Assists with the implementation of agreed remedies and preventative measures.

Methods and tools, METL: Level 4

Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards.

Tailors processes in line with agreed standards and evaluation of methods and tools.

Reviews and improves usage and application of methods and tools.

Systems integration and build, SINT: Level 4

Provides technical expertise to enable the configuration of system components and equipment for systems testing.

Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured.

Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system.

Recommends and implements improvements to processes and tools.

User experience evaluation, USEV: Level 4

Selects appropriate tools and techniques to evaluate user experiences of systems, products, services or devices.

Validates that security, usability and accessibility requirements have been met.

Checks operational systems, products, services or devices for changes in usability and accessibility needs.

Interprets and presents results of evaluations, prioritises issues and reports on remedial actions. Collates input for future user research.

KEY RELATIONSHIPS:**Internal**

Digital Division staff
Project sponsors, managers
Academic and professional staff

External

University and industry peers
Health New Zealand, Research Groups
Consultants, suppliers and vendors

QUALIFICATIONS AND EXPERIENCE:**Essential**

Tertiary qualification in a relevant discipline or recognised qualification(s) appropriate to the role.
Considerable experience in the IT industry supporting a range of information systems with experience working in a testing environment.
Experience developing test plans, test case designs and test scripting based on user needs and specifications.
Experience preparing test data required for test examination and acceptance criteria for agile sprint testing

Preferred

Tertiary level IT qualification with some formal qualification in testing standards (e.g. ISTQB Certification)
Experience with automated testing tools and creating generic (re-usable) automated functions and modules.
Experience with test configuration and test data management for system and system integration testing.
Proven ability to analyse requirements and think outside the box to design creative test cases
Experience of developing flexible and pragmatic testing approaches
Thorough understanding of testing concepts, and in particular testing principles and methodologies, including experience of test automation and management tools.
Proven experience as a QA Tester or similar role
Experience across functional system testing, system integration and regression testing capabilities.
Experience in executing performance tests.
Project management experience

TECHNICAL SKILLS AND KNOWLEDGE:

Requirements analysis, test planning, test execution and defect management
Working knowledge of test management software
Previous history of testing ERP systems
Functional testing experience working on complex integrated solutions across multiple platforms
Story point / workload estimating of testing tasks
Experience in Relational Databases and ability to write complex Queries for test validation.
Understanding of the use of test data based on NZ data regulations and the guidelines regarding Māori Research Ethics.
Knowledge of Quality Assurance processes and standards
A good understanding of UI/UX design principles
Familiarity with Agile methodologies and frameworks such as BDD (Behaviour Driven Development)
Familiar with modern coding standards/practices, CI/CD pipelines and Source Control.
Knowledge of cloud solutions / platforms
Experience of API and integration / end-to-end testing
Experience with Automation tools
Experience with performance measurement tools
Experience of security testing tools
Web accessibility testing to W3C standards

SPECIAL REQUIREMENTS:

May need to be available at short notice to manage the response to unplanned service affecting events. Support of scheduled after hours work will be required on occasion. Some travel may be required to attend other sites. Positions may be allocated to sub - teams with shared responsibility for specific information system services based on the technology skills of the individual.

At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.

DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Senior Analyst Test and Performance

Role Type: Tester

SFIA Levels of responsibility

Autonomy	5	Influence	4	Complexity	5	Business Skills	5	Knowledge	4
----------	---	-----------	---	------------	---	-----------------	---	-----------	---

SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Development and implementation	Systems development	Testing	TEST							
Change and transformation	Change analysis	Acceptance testing	BPTS							
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT							
Delivery and operation	Service management	Problem management	PBMG							
Strategy and architecture	Advice and guidance	Methods and tools	METL							
Development and implementation	Systems development	Systems integration and build	SINT							
Development and implementation	User experience	User experience evaluation	USEV							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>