

# Role Description

## Lead Quality Testing Analyst

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Information Technology Directorate
Role number	209023
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	261311
PCAT Code	3226492
Date of Approval	August 2021
Agency Website	<a href="http://education.nsw.gov.au">education.nsw.gov.au</a>

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

### Primary purpose of the role

The Lead Quality Testing Analyst provides technical consulting / subject matter expertise in the design, execution, analysis and reporting of test plans and strategies for enterprise systems / sub-systems under development and the application of quality assurance processes in order to safeguard the quality, reliability and completeness of educational and business systems deployed on DoE platforms.

### Key accountabilities

- Undertake enterprise system and / or sub-system testing and quality assurance projects in collaboration with key stakeholders, vendor representatives and other IT teams / experts
- Analyse detailed business requirements specifications (BRS) to develop testing strategies that reduce the risk of system outages and identify system defects
- Provide technical consulting and subject expertise to support the development and implementation of testing strategies, plans and scripts
- Interpret, execute and document complex functional / performance test scripts using agreed methods and standards

- Analyse and review test results, modify tests where necessary and provide reports on progress, anomalies, risks and issues and recommendations for improvement
- Work collaboratively with key stakeholders, vendor representatives and other IT teams / experts to discuss test results and ensure that issues, problems and defects that arise during testing are resolved efficiently
- Ensure accurate records are maintained, and that responses to correspondence are timely and consistent with Departmental protocols

## Key challenges

- Undertaking testing and quality assurance activities for multiple application systems deployed on multiple platforms
- Delivering effective testing outcomes; whilst ensuring consistent, high quality and timely project delivery in accordance with the IT Directorate's endorsed project management methodology

## Key relationships

Who	Why
<b>Internal</b>	
Quality Testing Manager	<ul style="list-style-type: none"> <li>• Discuss priorities, current projects and issues arising</li> <li>• Provide advice to inform decision-making</li> </ul>
Enterprise Systems managers and staff	<ul style="list-style-type: none"> <li>• Build and maintain strong working relationships to resolve technical issues and transition new services</li> <li>• Share information and provide subject matter expertise</li> </ul>
Contractors, external suppliers and vendors	<ul style="list-style-type: none"> <li>• Liaise and share information to resolve and provide solutions to issues</li> <li>• Obtain industry intelligence on technological developments</li> </ul>
<b>External</b>	
Contractors, external suppliers and vendors	<ul style="list-style-type: none"> <li>• Liaise and share information to resolve and provide solutions to issues</li> <li>• Obtain industry intelligence on technological developments</li> </ul>

## Role dimensions

### Decision making

The Lead Quality Testing Analyst:

- Is expected to exercise judgement and initiative in prioritising and resolving day-to-day issues in accordance with Departmental and IT Directorate policies, procedures and operational guidelines
- Contributes to planning activities and the development / modification of standards, procedures and technical documentation
- Is required to collect and analyse complex data / technical information in order to make recommendations regarding technological solutions
- Shares accountability for the quality and accuracy of outputs, analyses, briefings and other forms of advice in final form, though the role supervisor may review prior to release / implementation.

## Reporting line

The Lead Quality Testing Analyst reports to the Quality Testing Manager.

## Direct reports

Nil

## Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

## Key knowledge and experience

- A solid understanding of the various software testing methodologies, types and test case design techniques
- Experience in testing enterprise messaging systems and the various protocols
- Strong T-SQL knowledge and ability to write simple queries
- Experience in use of test management tools such as HPQC
- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

## Capabilities for the role

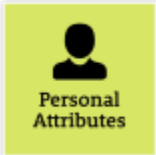
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

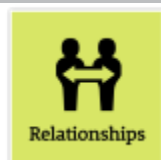
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviors expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li><li>• Seek feedback from colleagues and stakeholders</li><li>• Stay motivated when tasks become difficult</li></ul>	Intermediate
	<b>Commit to Customer Service</b>	<ul style="list-style-type: none"><li>• Take responsibility for delivering high-quality customer-focused services</li></ul>	Adept



Provide customer-focused services in line with public sector and organisational objectives

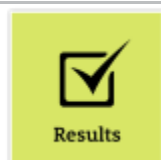
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

### **Work Collaboratively**

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



### **Think and Solve Problems**

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



### **Technology**

Understand and use available technologies to maximise efficiencies and effectiveness






- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
Occupation specific capability set			
Category, Sub-category	Level and Code		Skill and Level Description
 <b>SFIA</b> <b>Development and Implementation</b> Systems Development	Level 4 TEST		<b>TESTING (TEST)</b> - 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

		<p>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.</p>
<b>Skills and Quality</b>	Level 4	<b>QUALITY ASSURANCE (QUAS)</b>
Quality and Conformance	QUAS	<p>- Investigates and documents the internal control of specified aspects of automated or partly automated processes, and assesses compliance with the relevant standard</p>