

Role Description

Senior Quality Assurance Engineer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10 and Service NSW Grade 9/10
ANZSCO Code	263211
PCAT Code	1226492
Date of Approval	February 2020

Primary purpose of the role

Leads and contributes to the resourcing, implementation and review of large and or complex quality assurance projects and activities including compliance monitoring, issue resolution and reporting to provide consistent quality assurance.

Key accountabilities

- Leads and collaborates to deliver the quality assurance practice with analysts, managers, engineers, designers and other key stakeholders, focusing on complex problem to achieve quality outcomes for the organisation
- Provide expert quality assurance advice and specialist knowledge in an area of testing to ensure currency of skillset of the team
- Provide test coverage support for test engineers, software developers and other specialist staff to ensure code and processes are of high degree of quality and fit for purpose
- Lead testing, write and execute functional and non-functional tests and provide feedback to the team on debugging and refactoring the test code, to ensure code is of high degree of quality and reduces operational risk
- Measure and report on test activity, manage defects, author defined tests and find solutions to complex problems to ensure service delivery outcomes are achieved on time to the expected standard
- Coach and mentor team in new test techniques and tools and partner with developers and other specialists to improve the quality of systems development and ensure solutions are fit for purpose

Key challenges

- Supporting the development, implementation and communication of the quality assurance framework to ensure compliance and buy in of stakeholders with completing priorities and objectives
- Managing complex and sensitive consultations and negotiations with diverse stakeholders within agreed timelines while balancing their competing stakeholder needs with risk
- Working collaboratively with teams across the business to achieve the best/most efficient outcome within an environment of significant change to achieve corporate and business objectives

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Participate in discussions and decisions regarding quality assurance
Work Team	<ul style="list-style-type: none">• Coach and mentor junior members of the team to ensure a consistent practice and technical skills• Drive discussions and decisions regarding service delivery, Support team members and work collaboratively to contribute to achieving the team's business outcomes• Participate in meetings to share information and provide input on issues• Support the work team during peak high-volume periods
Customers/Stakeholders	<ul style="list-style-type: none">• Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues• Negotiate outcomes and timeframes
External	
Customers/Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication• Contribute to a customer focused approach to service delivery• Respond to enquiries and discuss and negotiate on quality reporting requirements

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Principal Product Owner or Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Tertiary qualifications in a Computer Science or relevant field and/or demonstrated working experience in a similar industry

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 behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">Remain composed and calm and act constructively in highly pressured and unpredictable environmentsGive frank, honest advice in response to strong contrary viewsAccept criticism of own ideas and respond in a thoughtful and considered wayWelcome new challenges and persist in raising and working through novel and difficult issuesDevelop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">Represent the organisation in an honest, ethical and professional way and encourage others to do soAct professionally and support a culture of integrityIdentify and explain ethical issues and set an example for others to follow	Adept

		<ul style="list-style-type: none"> • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • 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 	Adept
	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders 	Advanced
 <p>Results</p>	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience 	Adept

		<ul style="list-style-type: none"> • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	
	Project Management Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	Adept

Occupation specific capability set

	Development and Implementation, Systems Development, Testing 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 (including security requirements) , and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and	<ul style="list-style-type: none"> • Determines testing policy, and owns the supporting processes including software security testing. • Takes responsibility for the management of all testing activities within a development or integration project or programme. • Manages all risks associated with the testing and takes preventative action when any risks become unacceptable. • Assesses and advises on the practicality of testing process alternatives, including automated testing. Initiates improvements to test processes and directs their implementation. • Assesses suppliers' development and testing capabilities. • Determines project testing standards for all phases, influencing all parties to conform to those standards. • Manages client relationships with respect to all testing matters 	TEST – Level 6
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maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested

Skills and Quality, Quality and Conformance,

Quality Management

Quality management establishes within an organisation a culture of quality and a system of processes and working practices to deliver the organisation's quality objectives. This involves the application of techniques for the monitoring and improvement of the quality of any aspect of a function, processes, products, services or data. The achievement of, and maintenance of compliance to, national and international standards, as appropriate, and to internal policies, including those relating to quality, service, sustainability and security


- Prioritises areas for quality improvement by considering the strategy, wider business objectives and results from internal and external audits.
- Initiates the application of appropriate quality management techniques in these areas. Initiates improvements to processes by changing approaches and working practices, typically using recognised models.
- Achieves and maintains compliance against national and international standards, as appropriate.
- Identifies and plans systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems

QUMG – Level 6




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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	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	Intermediate
	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept