Role Description
Assistant Quality Assurance Engineer

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	263211
PCAT Code	1226492
Date of Approval	February 2020

Primary purpose of the role

Coordinate the development, implementation, and review of quality assurance including test cases, compliance monitoring and reporting, to provide consistent quality assurance across the team/business unit.

Key accountabilities

- Undertake testing by writing and executing functional and non-functional tests at each level, including debugging and refactoring the test code to ensure code is of high degree of quality and fit for purpose
- Identify and raise defects with the team to improve the quality of systems development
- Analyse systems under test and identify gaps in software and processes to ensure business and operational needs are met
- Measure and report on test activity, manage defects and author software defined tests to improve the quality of systems development
- Partner with developers, analysts and/or other specialists applying best practice tools and techniques to improve the quality of systems development.
- Provide support and advice with implementation of quality assurance recommendations to both external and internal stakeholders to ensure quality assurance objectives are met.
- Develop and maintain systems and processes including writing automation tests and reviewing release scripts across environments to ensure accuracy, currency and compliance

Key challenges

- Supporting the development, implementation and communication of the quality assurance framework to ensure compliance in a continuously evolving environment to tight timeframes
- Assisting with the development of quality assurance processes including quality, timeliness and cost while ensuring a focus on project deliverables

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions • Participate in meetings and discussions to share information and provide input and feedback
Work Team	• Participate in discussions and decisions • Participate in meetings to share information and provide input on issues • Support team members to work collaboratively to achieve the team's business outcomes • Support the work team during peak high-volume periods
Customers/Stakeholders	• Contributes to the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues • Negotiate time frames
External	
Customers/Stakeholders	• Develop and maintain effective working relationships and open channels of communication to establish the quality needs of the clients • Respond to enquiries and discuss and negotiate on the quality reporting requirements

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the team leader decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager or Product Owner

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements
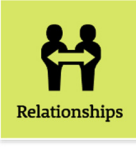
Nil

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate

Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
Business Enablers	**Project Management** Understand and apply effective project planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

Occupation specific capability set

SFIA	**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 maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested	• 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	**TEST – Level 4**

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	• Assists projects, functions or teams in planning the quality management for their area of responsibility. • Assists in the development of new or improved practices and organisational processes or standards. • Facilitates localised improvements to the quality system or services	QUMG – Level 4

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	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	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	Foundational
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

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