

Role Description

Test Coordinator



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Department of Primary Industries / Biosecurity and Food Safety / Animal Biosecurity
Location	Newington
Classification/Grade/Band	Clerk Grade 7 / 8
ANZSCO Code	135112
PCAT Code	1226166
Date of Approval	December 2017, updated April 2024
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW (DRNSW) is the department focussed on protecting and growing primary industries, supporting sustainable land management, overseeing the state's mineral and mining resources and ensuring that government investment supports strong regional communities and economies.

DRNSW brings together the Department of Primary Industries; Local Land Services; Mining, Exploration and Geoscience; Regional Development; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk-based approach to policy and compliance and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

The Test Coordinator is responsible for the testing of systems under development, for providing expert process improvement advice to reduce development defects and provide assurance that risks associated with implementing new systems are accurately quantified and addressed.

Key accountabilities

- Analyse detailed business requirements specifications (BRS) to develop testing strategies that reduce the risk of system outages and identify system defects
- Develop testing scripts (including unit, integration, capacity, system, user acceptance and release) to maintain compatibility with existing applications, hardware and devices
- Undertake functional end-to-end testing and integration testing to reduce defects prior to release for user acceptance testing including the escalation and resolution of issues raised during this process
- Coordinate user acceptance testing for system changes including the escalation and resolution of issues raised during the user acceptance testing process
- Prepare and submit detailed test reports to describe testing outcomes and assist developers in the removal of defects
- Improve software quality by advancing application development capability through the development of comprehensive test plans through collaboration with affected business units

Key challenges

- Coordinating User Acceptance Testing over a broad range of system and activities in desktop, mobile and web based environments
- Working with conflicting priorities in a high workload environment

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, advise and receive instructions
Work team	<ul style="list-style-type: none">• Support team, work collaboratively to contribute to achieving the team's business outcomes• Contribute to program/project quality
Clients	<ul style="list-style-type: none">• Manage expectations, resolve and provide solutions to issues• Negotiate schedules for re-testing• Receive business requirements specifications and manage the delivery of testing scripts and reports

Role dimensions

Decision making

Works under general direction within a clear framework of accountability. The role exercises substantial personal responsibility and autonomy including the latitude to plan own work to meet given objectives and processes. Performs a range of varied work activities in a variety of changing environments. Contributes to routine problem resolution.

Reporting line

Manager Business Systems

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in Business and Information Technology and/or relevant field or equivalent experience

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
	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• 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




	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate







	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • 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

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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

 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Relationships	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
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational