

Role Description

Usability tester

Cluster	Education
Division/Branch/Unit	Information Technology Directorate
Location	Parramatta, Sydney
Classification/Grade/Band	Clerk 7/8
Kind of Employment	Temporary
Role Number	218351
ANZSCO Code	511112
PCAT Code	1224592
Date of Approval	October 2019
Agency Website	https:// education.nsw.gov.au/

Department of Education

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Usability Tester is a mid-level specialist in usability and experience testing working within an Agile SCRUM cross discipline environment, the Usability Tester collaborates with other experience designers, product leads, UI designer and developers, in the creation of web and digital products that facilitate the achievement of business outcomes through the use of process and technology.

Key accountabilities

- Able to produce and exercise rigorous test procedures and recognize errors
- Experience in manual, functional and compatibility testing, experience in writing test scenarios and test cases, familiarity with defect management
- Develop proto-types either with wireframing tools or by designing/coding in a browser.
- Undertake and present user experience research within the department to design and deliver mobile and online services to ensure the optimal user experience
- Apply, develop and monitor methods to validate designs with users to inform decisions for digital services projects that achieve industry best practice and fit the purpose
- Web accessibility assessment and remediation experience, including the detailed knowledge of WCAG 2.1 accessibility standards and requirements
- Strong ownership and organizational skills

- Foster innovation and customer and audience focus to ensure the Department's digital experiences are contemporary, innovative and meeting user needs.

Key challenges

- Balance competing demands to ensure product development objectives are achieved
- Maintain currency with rapidly changing technology and industry best practice to ensure web and digital service solutions are fit for purpose.

Key relationships

Who	Why (i.e. purpose of the relationship)
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Participate in meetings to obtain the work group perspective and share information ▪ Work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none"> ▪ Resolve and provide solutions to issues

Role dimensions

The Usability Tester supports and applies the agency frameworks and standards. The role plays a pivotal role in developing User Experience for digital products. The role champions the user needs in the project team to develop user centered products and services.

Decision making

Establishing and analysing trade-offs between competing needs.

Reporting line

Principal Experience Design

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Degree or equivalent experience in computer science or user experience.
- Knowledge of and commitment to the Department's Aboriginal Education and Training policies.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level (refer to Capability Framework)
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundation
	Manage Self	Intermediate
	Value Diversity	Foundation
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundation
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities for the Role

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work <p>Contribution to allocation of responsibilities and resources to ensure achievement of team/unit goals</p> <p>Seek and apply specialist advice when required</p>
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies