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| **Position title** | | | **IT Test and QA Lead** | |
| **Team/Group** | | | Technology Delivery/Technology and Solutions Delivery/Business Solutions | |
| **Work level** | | | 3 | |
| **Position reporting to** | | | Technology Delivery and Security Manager | |
| **Employment Type** | | | Fixed Term (36 Months) | |
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| **Vision, mission, and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression, and suicide.  Beyond Blues values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation, and Integrity.** | | |
| **Position purpose** |  | The Business Solutions Group provides trusted advice and partnership to all teams at Beyond Blue. Business Solutions is based on a shared services model to partner and support the lines of business, this collaboration designed model is to enable agility and to ensure our teams to do their best work for the community.  The purpose of this test and quality assurance lead role is to shape Beyond Blue’s technical and functional testing models, provide guidance for test teams and ensure the quality of production releases and ongoing quality assurance.  This role will liaise with IT and key stakeholders to develop user and automated test plans for current and future projects and production systems. Beyond Blue’s production systems include community facing web sites, web products and applications, as well as business facing SaaS products.  This role will work with stakeholders to extend and mature Beyond Blue’s testing and quality assurance capabilities. | | |
| **Role dimensions** |  | **Direct Reports** | | *None* |
| **Overall team** | | *The Business Solutions Group includes Commercial, Finance and Risk, Technology and Solutions Delivery, and Company Secretariat* |
| **Financial Delegation** | | *None* |
| **Key accountabilities** |  | * Work with stakeholders in Beyond Blue to understand community facing web and mobile application production systems quality assurance and testing requirements. * Work with agile teams and product owners to develop best practice test and quality assurance practices including standardised user test plans for products in development and in production. * Where appropriate utilise modern testing techniques to support quality objectives including automated testing and browser/device emulation to provide a holistic testing model. * Work with the greater technology team to mature Beyond Blue’s testing model and suite of testing and quality assurance tools in a holistic, secure, cost effective and timely manner. * Develop methods for automated monitoring of critical web and digital application production systems. * Respond to requests, work with management to prioritise requests, and deliver in accordance with agreed priorities. * Assist in project formulation and business case documentation by contributing testing expertise to plan and estimate testing work required. * Assist in project delivery by providing input into project team and/or suppliers, reviewing and evaluating products and producing user and automated test plans, supporting quality execution of work within the project team. * Define a test standard for Beyond Blue, ensuring project teams and suppliers test to a set standard. * Provide leadership for functional and non functional test teams assisting them to follow user test plans and reporting requirements. * Develop test plans and standard with project teams as assigned, collaborating with other squad members to deliver on project scope using agile methods. * Where appropriate execute user test plans as a tester within project teams. * Continually assess Beyond Blue’s production quality assurance process, identifying areas for improvement. * Keep abreast of industry testing and quality assurance trends to inform practical directions for Beyond Blue. * Develop and document processes and procedures for maintaining and operating Beyond Blue’s testing and quality assurance model. * Work with external suppliers as required to ensure appropriate testing and quality assurance is applied by vendors. | | |
| **Key behaviours** |  | * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We adapt, flex, and take an agile approach to plans to meet community need | | |
| **Qualifications and key selection criteria** |  | **Required**   1. Qualification in test management and automation. Qualifications in a related information technology field (such as software development or computer science) 2. Excellent written and verbal communication skills 3. Excellent people skills 4. Excellent analytical, planning and organisational skills 5. Excellent understanding of web application, SaaS and mobile application testing and quality assurance management.   **Knowledge/skills/experience**   1. At least 2 years’ experience in a testing and quality assurance role, ideally with the majority of this time working with web applications. 2. Experience in working with modern testing products and practices. 3. Experience in creating clear and complete user test scripts and quality assurance plans based of product requirements both functional and non functional. 4. Experience in working with and developing scripts with automated testing products such as Selenium or python framework. 5. Experience with testing digital products for WCAG compliance, performance and cross-browser compatibility. 6. Experience with monitoring software for SaaS and web based applications. 7. Exposure to project management tools such as Jira or MS Project. 8. Some understanding of IT Service Management and related tools such as ManageEngine, Jira Service Desk or similar. 9. Ability to manage stakeholders and escalate issues when appropriate. 10. Must be highly organised and capable of organising activities, managing competing priorities, and remaining calm under pressure. 11. Ability to work with service providers. 12. Ability to work in an agile projects producing iterative testing in a Continuous Integration / Delivery environment. 13. Demonstrated ability to prepare a variety of documentation types to a high standard including test plans, testing reports and quality assurance reports with a high level of attention to detail. | | |
| **Additional information** |  | **Health, safety, and wellbeing**  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy  **Pre-existing injury**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.  **Equal opportunity**  Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  **Cultural competency**  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.  **Employment is subject to:**  • A current Police Record Check  • Proof of the right to work in Australia | | |
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