

TEST AND SUPPORT ANALYST
POSITION DESCRIPTION

Position Title:	Test and Support Analyst	Position Number:	Faculty/Division: The South Australian Tertiary Admissions Centre
Classification:	HEO6	No. Direct Reports & Highest Classified Position: N/A	School/Branch: The South Australian Tertiary Admissions Centre
FTE: 1.0	Reports to: Senior Research and Development Analyst	Fixed <input checked="" type="checkbox"/> Continuing <input type="checkbox"/>	Discipline/Unit: Business Development Unit
Position Summary:	<p>The South Australian Tertiary Admissions Centre (SATAC) is owned by the three South Australian Universities (University of Adelaide, Flinders University and University of SA) and TAFE SA. It manages the admissions processes on behalf of its owners and on a fee-for-service basis for Charles Darwin University.</p> <p>The Office of the CEO (OCEO) supports the CEO and the administration of SATAC as an organisation through the provision of services that are aligned with contemporary business/corporate models to: develop strategy, policy and procedures for SATAC; support SATAC's governance; manage SATAC's financial, legal and human resources; take carriage of SATAC's managerial affairs including prioritisation, risk management and compliance; provide leadership to the sector in addressing the changing landscapes of tertiary education; and liaise with other key SATAC stakeholders.</p> <p>The Business Development Unit (BDU) provides centralised co-ordination of non-SFTP project and development activities within SATAC. The BDU consists of two working groups. The first group, formerly Research & Development, undertakes analysis and development activities on existing SATAC applications, as well as providing business intelligence to support the operational sections of SATAC and its stakeholders. The second group undertakes approved projects and discrete work packages to support SATAC's strategic directions and initiatives, and will be responsible for embedding project outcomes into core business processes.</p> <p>Working under general direction the Test and Support Analyst will be responsible for ensuring that software developed by the Business Development Unit is tested to a high level of quality and will assist with the release to production process to ensure an appropriate quality regime has been applied. The Test and Support Analyst will also provide ongoing support to existing applications by liaising with users, developers and business analysts to resolve application faults in a timely manner to ensure business continuity.</p>		
Position Characteristics:	Scope	<p>The Test and Support Analyst will be required to exercise high levels of discipline and technical knowledge to undertake test planning, test case construction, test management and other implementation tasks according to agreed standards.</p> <p>In a support capacity, you will undertake troubleshooting duties by analysing, identifying and diagnosing application faults and symptoms to resolve issues.</p>	
	Significant internal/external relationships	<p>All SATAC Teams, including Office of the CEO, Applications and Assessment Service, Information and Publications Services and Information Technology Services.</p> <p>External relationships include the Information Technology and Admissions staff within participating institutions.</p>	

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	Special conditions		Reasonable workplace adjustments will be made for people with a disability. From time to time some out of hours work may be required.
	Delegations		Nil
Key Responsibilities and Outcomes	1	Ensure the timely and cost-effective acceptance testing of new and enhanced applications	<ul style="list-style-type: none"> ▪ Gather data required to construct test cases for business scenarios to ensure that testing regime reflects the Use Case analysis used by the developers and the user interface standards for non-functional requirements such as load testing, performance testing and network sensitivity testing. ▪ Ensure that functional and regression testing is complete for all releases prior to implementation. ▪ Collaborate on user requirements to ensure they are verifiable. ▪ Provide task estimates to ensure adequate testing effort is planned. ▪ Manage the process for ongoing testing and test results. ▪ Work with the developers and business analysts to coordinate testing of production fixes into each new build. ▪ Maintain traceability from requirements in order to design test cases.
	2	Resolve, manage and review defects	<ul style="list-style-type: none"> ▪ Identify, document, log and test defects found during the test process to ensure that the continual review process will provide feedback to the Business Analysts and developers. ▪ Liaise with the System and Solution Architects, developers and Business Analysts as required for changes to applications to resolve identified issues. ▪ Track bug fixes when code has been moved into production to review where testing needs to be updated or refined. ▪ Update test scripts based on Trainer and / or Business feedback.
	3	Ensure high levels of service	<ul style="list-style-type: none"> ▪ Maintain communication with all parties, especially stakeholders, end users and developers, on the work being undertaken and providing progress reports. ▪ Honouring commitments to users. ▪ Facilitating user involvement in the provision of a service, including participation in user groups.
	4	Ensure the quality of service to customers and the quantity of testing	<ul style="list-style-type: none"> ▪ Assist with the development and review of test strategy and test design. ▪ Check that all acceptance work is complete, including testing, migration and updating of documentation, ensuring it complies with SATAC standards and methodologies. ▪ Clearly explain work completed and monitor progress against agreed schedules.

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Criteria	Capabilities and Behaviours	Achievement Drive	<ul style="list-style-type: none"> ▪ Committed to meeting deadlines even with demanding timeframes. ▪ Delivers high quality output. ▪ Able to quickly prioritise conflicting demands and evaluate opposing arguments. ▪ Sets targets to achieve results.
		Communication	<ul style="list-style-type: none"> ▪ Adapts style and content of communication of ideas and information to match the audience. ▪ Uses high level communication skills (clarifying questions, summarising, paraphrasing) to ensure their meaning is understood.
		Flexibility and Adaptability	<ul style="list-style-type: none"> ▪ Shows flexibility in coping with multiple and changing priorities. ▪ Adapts to changes in environment and work demands, working effectively with a variety of situations and people. ▪ Provides ideas for improvement and constructive input into change initiatives. ▪ Adapts responses and tactics to fit changing circumstances.
		Teamwork	<ul style="list-style-type: none"> ▪ Provides appropriate information, support and encouragement to enable successful task completion. ▪ Actively participates in team meetings through sharing ideas and contributing to discussions. ▪ Exercises tact, tolerance and humour to promote team harmony.
		Service Focus	<ul style="list-style-type: none"> ▪ Takes personal responsibility to resolve enquiries, requests or complaints. ▪ Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service. ▪ Seeks and acts on client feedback. ▪ Agrees expectations with client to ensure client understands service delivery timeframes. ▪ Seeks to understand clients' operating environment and to understand their issues/problems.
	Knowledge and Experience	<ul style="list-style-type: none"> ▪ Experience in functional and non-functional testing, system/integration testing, regression testing, performance/load testing for Business Readiness Testing (BRT) and UAT. ▪ Relational database understanding with the ability to query the MS SQL database to verify test results. ▪ Experience with automated testing tools ▪ Experience in writing and managing both manual and automated test cases. ▪ Experience in an Agile methodology development environment preferred. 	
Qualifications	<ul style="list-style-type: none"> ▪ An equivalent combination of relevant experience and/or education/training 		

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<p>Occupational Health, Safety and Welfare Requirements</p>	<ul style="list-style-type: none"> All Supervising staff are required to implement and maintain the University's OH&S and Injury Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the CEO to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the CEO of any unsafe working practices or hazardous working conditions. 	
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; Perform their responsibilities in a manner which reflects and responds to continuous improvement; and Read, understand and comply with all University policies and procedures. 	
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager Name: Signature: Date:</p>	<p>Director Human Resources Name: Signature: Date:</p>
<p>Acknowledgement of Incumbent</p>	<p>I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:</p>	