

ROLE PROFILE

Job Title: ICT Senior Test Analyst	Role Reports to: ICT Head of Testing	Business Function: Information Comms & Tech	Grade:
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Job Purpose: Hands-on testing of software, hardware, digital platforms (web and apps), infrastructure, Wi-Fi, telephony and business processes by both technology and business teams and partners, eg as SIT (System Integration Testing), UAT (User Acceptance Testing), OAT (Operational Acceptance Testing) and non-functional testing.	Key Competencies: <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Future Focus • Problem Solving & Decision Making • Personal Learning & Growth • Innovation • Impact & Influence • Gathering and Analysing Information
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Key Responsibilities:

1. Ensure that all test activities are undertaken in line with the YHG Test Policy.
2. Use a variety of test approaches and techniques to test solutions, ensuring the maintenance of quality in each product.
3. Lead the testing scope and approach effort for each project, developing and documenting appropriate and robust testing cycles and schedules, and generating test scenarios, cases and scripts to perform the testing cycles.
4. Liaise with product owners, project managers, development teams, end users and suppliers/contractors, advising on test approaches and scope and supporting their completion to the standard defined within the YHG Test Policy.
5. Execute testing and analyse test results, ensuring that sufficient regression testing is undertaken.
6. Ensure that full traceability exists across all testing, with supporting documentation, to ensure there are no testing gaps.
7. Build and maintain Regression and Automation test packs for each application.
8. Collaborate with colleagues, developers and project support teams to ensure that technical compatibility, and ensuring outputs fulfil end user needs and requirements are built in to the test scope.
9. Participate in triaging and troubleshooting of testing issues with stakeholders to drive root cause identification, resolution and test process improvement.
10. Assist in test completion report production by documenting and presenting testing outcomes, recommendations and the impact of subsequent changes.
11. Support the business users in the management and execution of UAT.
12. Identifying, managing and escalating risks and issues as appropriate.
13. Undertake additional duties appropriate to the role and grade as directed by the ICT Test Manager and ICT Head of Testing.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • A solid understanding of testing principles, techniques and approaches. • A good understanding of the various test phases employed to deliver testing. • Demonstrable knowledge of test design and scripting techniques. • A good awareness of ISTQB and other testing standards, and how to apply them in practice. • Knowledge of requirements, epics and user stories. • Good working knowledge of at least one industry standard software testing tool, such as HP ALM, IBM Rational, etc. • Demonstrable knowledge of how the testing lifecycle is aligned to SDLC (Software Development Life Cycle) 	<ul style="list-style-type: none"> • Knowledge in software coding, development or infrastructure is a key advantage for this role. • Working knowledge of Agile testing principles and techniques and how to apply them. • Knowledge of Digital and CRM testing techniques. • Knowledge of JIRA and Confluence. • Working knowledge of one or more querying languages, such as SQL, as well as programming languages such as PHP, .NET or Java, etc. • Understanding of web accessibility issues and appropriate methods for testing these. • Knowledge of code quality and performance analysis tools. • Understanding of Behaviour/Test Driven Development.
Skills	<ul style="list-style-type: none"> • Strong and demonstrable testing skills in: <ul style="list-style-type: none"> ○ Large scale and complex systems and environments. ○ Multi-dependency platforms. ○ Integration of legacy systems in to digital and cloud platforms. 	<ul style="list-style-type: none"> • Exposure to both IT and business testing is a significant advantage for this role. • Good defect management skills. • Testing web and digital platforms. • Testing of mobile apps under iOS and Android. • Testing within Agile frameworks. • Confluence and JIRA skills.

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Demonstrable experience of SIT, UAT, Smoke and Exploratory Testing. • Demonstrable experience of regression testing principles and techniques. • Transforming requirements into positive and negative testing scenarios. • Ability to create clear, concise and readable test scope, scenarios, cases and scripts. • Proven ability to work on multiple projects simultaneously. • Good communication skills, including verbal, writing and presentation skills. • A commitment to ongoing professional development, eg to enable the introduction of test automation. • Strong attention to detail and commitment to delivering excellence. • Ability to work alongside others as part of a dynamic delivery team and the initiative to work individually. • Ability to provide constructive feedback. • Problem-solving skills. • Strong organisational skills with the capability of working towards tight deadlines 	<ul style="list-style-type: none"> • Test automation skills. • Testing of APIs, interfaces and cross browser and platforms.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of functional testing across SIT and UAT. • Creation of test scenarios and cases from requirements, including the development of positive and negative test scenarios • Test script construction, execution and auditable verification. • Developing test approaches and scope aligned to both requirements and stakeholder expectations. • Manual and automated test data creation, e.g. front-end/GUI conditioning, flat files, Excel, SQL, etc. • Peer review of testing artefacts, requirements, run books, etc. • Application of risk-based, static and blended testing techniques. • Cross and multi-platform and technologies testing, e.g. Application/GUI, digital/mobile, web, APIs, databases, infrastructure, etc. 	<ul style="list-style-type: none"> • Background in software coding, development or infrastructure. • Experience of housing management or repair management systems, or within those sectors. • Experience in testing or development of Orchard, Accuserve, CRM, Azure or Dynamics 365. • Experience in test automation frameworks and tools, such as Cucumber and Selenium. • Static testing of project artefacts. • Experience of performance and other non-functional testing frameworks and tools. • Experience of GDPR testing or implementation.
Qualifications/Education	<ul style="list-style-type: none"> • GCSEs in Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Information Systems Examinations Board (ISEB) Qualifications, or equivalent in experience. • Certified Scrum Master

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility.
Key Relationships (internal/external)	Work closely with the ICT Test Manager, Head of Testing, Product Owners, Business Analysts and/or other internal and external stakeholders to ensure that test approaches and scope are understood and that all planned testing is delivered.

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Successful delivery of all in-scope testing for all assigned projects.
2. Timely delivery of all test artefacts.
3. All test artefacts (e.g. approaches, scope, scenarios, cases and scripts) are documented and managed to the minimum standard required by the YHG Test Policy and provide full traceability for all testable requirements/user stories.
4. Ensure that the Regression and Automation Test packs are regularly maintained, ensuring they are fit for purpose and increase the quality of the solution design.
5. Efficient management of all test related defects ensuring that all active defects are reviewed and managed in line with the YHG Test Policy.

Date Role Profile Created/Updated:	May 2019
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