

Test & Release Team Lead

Department for Child Protection

OFFICIAL

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	ASO7	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Senior Manager, Business Engagement & Solutions Development	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Test Analysts/Engineers, Systems Administrator & Release Engineer		

ABOUT THIS ROLE:

The Test & Release Team Lead is a leadership role within the Department for Child Protection (DCP) ICT Directorate and is accountable to the Senior Manager, Business Engagement & Solutions Development for leading DCP's testing, quality assurance, system administration and release management functions across the full systems development life cycle. The role leads a multi-disciplinary team of test analysts and systems administration and release management specialists to ensure that ICT solutions are delivered to agreed quality standards, are operationally ready, secure and supportable, and are released into production in a controlled, reliable and auditable manner. The role plays a critical part in enabling safe, stable and compliant digital services that support DCP's core business and statutory responsibilities. The position operates at a whole-of-lifecycle level, working closely with business analysts, developers, architects, cyber security, service management and business stakeholders to embed quality, risk management and service acceptance practices across all stages of the systems development life cycle.

YOU WILL BE ADDING VALUE BY:

1. Provide line management, leadership, coaching and professional development to test analysts and systems administration and release management staff, building a high performing, collaborative and accountable team culture.
2. Establish, lead and continuously improve DCP's testing, quality assurance and release management practices, frameworks and standards aligned to recognised methodologies such as ISTQB, Agile, ITIL, DevOps and the systems development life cycle.
3. Lead and oversee the planning, coordination and execution of testing activities, including functional testing, non-functional testing, integration testing, user acceptance testing, regression testing and, where required, penetration and security testing.
4. Ensure quality management and assurance activities are embedded across projects and operational change, with clear traceability between requirements, test coverage, defects and release outcomes.
5. Lead release management and deployment activities to ensure changes are introduced into production environments in a controlled, predictable and low risk manner, with appropriate approvals, communications and rollback strategies.
6. Oversee service acceptance activities to confirm that new and changed services meet agreed operational, security, support and compliance requirements prior to go live.
7. Provide expert advice to ICT leadership, project teams and business stakeholders on quality, testing, release readiness, risk and operational impacts of change.
8. Collaborate closely with application development, business engagement, cyber security, data and analytics, and service management teams to support stable operations, incident resolution and continuous improvement.
9. Monitor performance, risks, issues and dependencies across testing and release activities, and report status, trends and recommendations to management and governance forums.



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10. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
11. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:**Internal**

- Senior Manager, Business Engagement & Solutions Development (direct line manager)
- Business Engagement, Applications Development, Architecture, Cyber Security, Data & Analytics, and Service Management teams
- Chief Information Officer and ICT leadership team
- Business stakeholders, product owners and sponsors

External

- Managed service providers and ICT vendors
- Whole of government ICT and assurance partners as required

QUALIFICATIONS**Essential:** Nil**Desirable:**

- Tertiary qualification in information technology, information systems, computer science or a related discipline.
- Relevant certifications or training in testing (e.g. ISTQB) and quality assurance, ITIL, release management or Agile / DevOps practices or demonstrated equivalent experience.

YOUR CAPABILITIES:

- Demonstrated experience leading and managing testing, quality assurance, system administration and/or release management functions within a complex ICT environment.
- Proven ability to lead and embed testing and quality practices across the systems development life cycle, including functional, non-functional and user acceptance testing.
- Demonstrated experience in release and deployment management, including change control, service acceptance and transition to operations.
- Strong people leadership capability, with experience coaching, developing and motivating specialist technical staff.
- Ability to provide authoritative advice on quality, risk, release readiness and operational impacts to senior stakeholders.
- Demonstrated experience working in Agile and multidisciplinary delivery environments.
- Strong communication, stakeholder engagement and influencing skills, with the ability to translate technical risk and quality issues into clear business impacts.
- Demonstrated commitment to promoting a safe, inclusive and ethical workplace in line with the South Australian Public Sector Code of Ethics and DCP values.



OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Senior Manager.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.



SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Test & Release Team Lead will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Ensure, Advise

Autonomy	• Works under broad direction and is fully accountable for the leadership and performance of the testing, quality assurance, system administration and release management functions. • Exercises substantial personal responsibility and autonomy in planning, prioritising and delivering outcomes across multiple concurrent initiatives. • Establishes objectives, standards and work practices for the team, ensuring alignment with departmental priorities, policies and governance requirements. • Escalates material risks, issues and constraints appropriately while independently resolving complex operational and delivery challenges.
Influence	• Influences ICT leadership, project teams, business stakeholders and external service providers on quality, testing, release readiness and operational risk. • Makes decisions that materially impact service stability, release outcomes, delivery schedules and risk exposure. • Leads, coaches and develops specialist staff, with accountability for allocation of resources and workload management within the team. • Builds strong collaborative relationships across ICT disciplines to ensure quality and service acceptance considerations are embedded throughout the delivery lifecycle.
Complexity	• Manages a broad and diverse range of complex professional activities across testing, quality assurance, release management and operational readiness. • Investigates, analyses and resolves complex and often interdependent issues spanning technology, process, people and governance domains. • Applies judgement and experience to balance competing priorities, delivery pressures and risk in a dynamic and high-impact operational environment.
Business skills	• Demonstrates strong leadership in operational and professional practice management within an ICT delivery environment. • Communicates complex quality, risk and release information clearly to both technical and non-technical audiences. • Applies and tailors recognised standards, frameworks, tools and methodologies (for example Agile, ITIL, DevOps and SDLC) to suit organisational context. • Takes a structured and analytical approach to risk management, decision-making and continuous improvement. • Actively develops team capability, promotes learning and supports professional growth aligned to current and emerging practices. • Demonstrates a strong understanding of security, privacy and ethical obligations and ensures these are embedded into team practices.
Knowledge	• Possesses a thorough understanding of recognised ICT industry bodies of knowledge relevant to testing, quality assurance, release management and service transition. • Maintains strong domain knowledge of the organisation, its operating environment and legislative and policy context. • Applies knowledge effectively in complex and unfamiliar situations and contributes to setting standards and practices for others. • Actively maintains and shares knowledge to improve organisational capability and outcomes.



SFIA Professional Skills: For this role, the core SFIA professional skills are Testing (TEST), Quality assurance (QUAS), Release and deployment (RELM), Service acceptance (SEAC), Change control (CHMG) and Risk management (BURM). Additional supporting skills are included below to reflect the broader operational and lifecycle context of the role.

<i>Strategy & Architecture</i>	
Innovation (INOV)	Identifying, prioritising and exploiting opportunities to improve quality, testing and release practices through the effective use of digital technologies and improved ways of working.
Risk management (BURM)	Planning and implementing risk management practices related to quality, testing, release and service acceptance to protect service integrity and organisational outcomes.
<i>Change & Transformation</i>	
Business situation analysis (BUSA)	Analysing delivery and operational contexts to identify quality, testing and release improvement opportunities and recommend appropriate actions.
Change Control (CHMG)	Assessing, authorising and coordinating changes to systems and services, ensuring risks are understood and managed appropriately.
<i>Development and Implementation</i>	
Testing (TEST)	Leading and governing testing practices across functional, non-functional, integration, regression and user acceptance testing activities.
Quality Management (QUAS)	Establishing and maintaining quality frameworks, standards, assurance processes and continuous improvement practices.
Release and Deployment (RELM)	Planning, coordinating and controlling the release and deployment of new and changed services into live environments.
Service Acceptance (SEAC)	Managing the process to confirm that new and changed services meet agreed operational, security, support and compliance requirements prior to go-live.
Systems and Software Life Cycle Engineering (SLEN)	Contributing to the establishment and continuous improvement of lifecycle practices that support reliable and secure delivery of ICT services.
<i>Delivery & Operation</i>	
Application Support (ASUP)	Overseeing operational readiness and support arrangements to ensure services are stable, supportable and fit for purpose.
Incident Management (USUP)	Coordinating and supporting responses to incidents related to quality or release issues, minimising service disruption and business impact.
Problem Management (PBMG)	Managing underlying quality and release-related problems to prevent recurrence and improve service reliability.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT JULY 2026



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