Senior Test Engineer

Department for Child Protection

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

CLASSIFICATION:	**ASO6**	**DIRECTORATE:**	**ICT**
REPORTS TO:	**Test & Release Team Lead**	**FTE:**	**1.0**
ROLES REPORTING TO THIS ROLE:	**Nil**		

ABOUT THIS ROLE:

The Senior Test Engineer is accountable to the Test & Release Team Lead for supporting the delivery of high-quality IT products and services by performing testing and quality assurance activities that ensure features are working as intended, and benefits of system changes are maximised with minimal disruption to the business. The Senior Test Engineer works as a collaborative member of the Solutions Development Team and is involved throughout the entire lifecycle of a change.

YOU WILL BE ADDING VALUE BY:

1. Contribute to the establishment and optimisation of testing methodology, tools and techniques to ensure testing is conducted in accordance with industry standards and embraces continuous improvement.
2. Plan, coordinate and monitor testing cycles, testing activities, testing scope and testing coverage to ensure IT products and services operate as intended and support the achievement of business outcomes.
3. Collaborate with members of the Solution Development Team and other stakeholders to determine product testing parameters, troubleshoot errors and streamline testing approaches.
4. Analyse business requirements to develop testing strategies that reduce the risk of system outages and defects.
5. Evaluate the quality of IT products and services by deploying appropriate testing practices and verifying conformance to defined acceptance criteria, business requirements, feature design documents and application standards.
6. Participate in solution development activities to identify potential improvements based on test results and propose suitable solutions that improve business outcomes and user experience.
7. Facilitate productive discussions with diverse groups of stakeholders, service providers, partners and vendors to ensure real value is delivered to the business.
8. Create and maintain test plans, test cases, test scripts, test scenarios, test data sets, and coordinate test environments readiness to deliver high-quality IT products and services.
9. Monitor, investigate and report on quality and testing issues, including participation in triage and problem diagnosis.
10. Plan and coordinate user acceptance testing to ensure business acceptance of solutions.
11. Test new releases to ensure they function properly, are fit for purpose and are easy to use.
12. Maintain a comprehensive library of test cases.
13. Develop and maintain productive working relationships with internal and external stakeholders, service providers, partners and vendors.
14. Prepare release notes and knowledge articles to assist in the successful adoption of features
15. 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.
16. Contribute to maintaining a safe and heathy 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:

- Test & Release Team Lead (Line Manager)
- Business Analysts, Developers, Solution Architects, Educators
- ICT Leadership Team
- Solutions Development Team members
- DCP staff
- External service providers, partners and vendors

QUALIFICATIONS

Essential: ISTQB Certified

Desirable: Tertiary qualification in Information Technology, Computer Science or related field. Certification in Agile, ITIL, COBIT or other relevant field. Membership of relevant professional organisations. Working knowledge of SQL.

YOUR CAPABILITIES:

- Relevant experience in applying a diverse range of testing concepts and practices including (but not limited to): UI Tests, UX Tests, Functional Tests, Integration Tests, Unit Tests, Performance Tests, Acceptance Testing, Collaborative Testing, Repeatable Testing, Prioritised Testing, Independent Testing, Test Driven Development, etc.
- Experience in formulating, documenting, adopting and adapting testing methods and promoting productivity through test automation, tools and best practices. Contribute to the development of scalable and reliable testing frameworks and methodologies.
- Proven experience in planning, coordinating, preparing and executing structured test plans, test cases, test data and evaluating test outcomes.
- Proven ability to analyse business and system processes, business requirements, functional designs and their interdependencies for completeness and testability.
- Demonstrated ability to manage risks associated with testing and take preventative action when needed.
- Ability to work effectively in an Agile environment to deliver high quality testing services under broad supervision, working either independently or collaboratively as part of a team.
- High level interpersonal, written and verbal communication skills with attention to detail and a 'can do' attitude. Facilitate productive discussions with diverse groups of stakeholders, service providers, partners and vendors to ensure real value is delivered to the business.
- Excellent analytical and diagnostic skills with a proven ability to think innovatively, creatively and formulate sound conclusions and recommendations to solve complex problems.
- Excellent time management and prioritisation skills, including the ability to accurately estimate jobs and work on multiple change initiatives at once.
- Detailed knowledge of South Australian Government's IT related policies and guidelines and the ability to leverage these in an operational environment to guide decision-making, streamline internal processes and foster continuous improvement.

DESIRABLE:

- Proficiency in working with test automation tools, including setting up and maintaining automated testing systems.

OUR COLLECTIVE RESPONSIBILITIES	SPECIAL CONDITIONS
• 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. • 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.*	• 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 [Line Manager title]. • You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.

SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Senior Test Engineer 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. • Work is often self-initiated. • Is fully responsible for meeting allocated technical and/or group objectives. • Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. • Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
Influence	• Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. • Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. • Has significant influence over the allocation and management of resources appropriate to given assignments. • Leads on user/customer and group collaboration throughout all stages of work. • Ensures users' needs are met consistently through each work stage. • Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. • Creates and supports collaborative ways of working across group/area of responsibility. • Facilitates collaboration between stakeholders who have diverse objectives.
Complexity	• Implements and executes policies aligned to strategic plans. • Performs an extensive range and variety of complex technical and/or professional work activities. • Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. • Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. • Understands the relationships between own specialism and customer/organisational requirements.
Business skills	• Demonstrates leadership in operational management. • Analyses requirements and advises on scope and options for continual operational improvement. • Assesses and evaluates risk. • Takes all requirements into account when making proposals. • Shares own knowledge and experience and encourages learning and growth. • Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. • Understands and evaluates the organisational impact of new technologies and digital services. • Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.

	• Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. • Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. • Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture.
Knowledge	• Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. • Develops a wider breadth of knowledge across the industry or business. • Applies knowledge to help to define the standards which others will apply.

SFIA Professional Skills:

Strategy & Architecture	
Enterprise and business architecture (STPL)	Aligning an organisation's technology strategy with its business mission, strategy, and processes and documenting this using architectural models.
Innovation (INOV)	Identifying, prioritising, incubating and exploiting opportunities provided by information, communication and digital technologies.
Measurement (MEAS)	Developing and operating a measurement capability to support agreed organisational information needs.
Risk management (BURM)	Planning and implementing organisation-wide processes and procedures for the management of risk to the success or integrity of the enterprise.
Change & Transformation	
Project Management (PRMG)	Delivering agreed outcomes from projects using appropriate management techniques, collaboration, leadership and governance.
Business situation analysis (BUSA)	Investigating business situations to define recommendations for improvement action.
Feasibility assessment (FEAS)	Defining, evaluating and describing business change options for financial, technical and business feasibility, and strategic alignment.
Requirements definition and management (REQM)	Managing requirements through the entire delivery and operational life cycle.
Acceptance testing (BPTS)	Validating systems, products, business processes or services to determine whether the acceptance criteria have been satisfied.
Business process improvement (BPRE)	Creating new and potentially disruptive approaches to performing business activities.
Development and Implementation	
Software design (SWDN)	Specifying and designing software to meet defined requirements by following agreed design standards and principles.
User experience analysis (UNAN)	Understanding the context of use for systems, products and services and specifying user experience requirements and design goals.
Testing (Test) – Level 5	Investigating products, systems and services to assess behaviour and whether this meets specified or unspecified requirements and characteristics.
User experience evaluation (USEV)	Validating systems, products or services against user experience goals, metrics and targets.

Content authoring (INCA)	Planning, designing and creating textual information, supported where necessary by graphical content.
Knowledge management (KNOW)	Managing vital knowledge to create value for the organisation.
Relationships & Engagement	
Sourcing (SORC)	Managing, or providing advice on, the procurement or commissioning of products and services.
Supplier management (SUPP)	Aligning the organisation's supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality.
Stakeholder Relationship Management (RLMT)	Influencing stakeholder attitudes, decisions, and actions for mutual benefit.
Delivery and Operation	
Configuration management (CFMG)	Planning, identifying, controlling, accounting for and auditing of configuration items (CIs) and their interrelationships.
Service catalogue management (SCMG)	Providing a source of consistent information about available services and products to customers and users.
Incident Management (USUP)	Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.
Problem Management (PBMG)	Managing the life cycle of all problems that have occurred or could occur in delivering a service.
Change Control (CHMG)	Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated.
Service acceptance (SEAC)	Managing the process to obtain formal confirmation that service acceptance criteria have been met.

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.

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