

POSITION DESCRIPTION

Quality Assurance Automation Analyst

EFT:	Full time, Permanent
Portfolio:	Technical Services – QA (QLD)
Reports to:	QA Manager (QLD)

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 180 staff across Australia and New Zealand, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

Read more about Infoxchange in our annual report at <https://infoxchange.org/2020>

About the role

As a Quality Assurance Automation Analyst, you will be responsible for creating and maintaining automation testing and quality assurance of Infoxchange's new & existing web applications. You will be required to take ownership of QA automation activities and be actively involved in implementing new tools and technologies.

In addition to the immediate QA Team (QLD), you will work with a mix of team members from the software development, product and delivery teams, as well as external government and non-government stakeholders.

Key working relationships

Internal

- » QA team (QLD)
- » Software Design and Development team (QLD)
- » Product team
- » Delivery team (Application consultants, Project managers, Program managers)
- » QA team (VIC)

External

- » Customers of Infoxchange
- » Partners of Infoxchange

Key duties and responsibilities

- » Responsible for the Quality Automation planning and testing of the application.
- » Able to shift between automation and manual testing tasks on need basis.
- » Collaborating with subject matter experts and developers to understand testing needs and identify opportunities for automated testing.
- » Ensure that automated test scripts are created, maintained and executed to meet the project test requirements and software release deliverables.
- » Working closely with development, Operations and Business analysis teams to understand how changes in the software affect maintenance of automated test scripts and test environments.
- » Develop and maintain automation test suits for Smoke, Functional, Regression and Performance tests to ensure software is working as per the requirements.
- » Utilise various testing techniques such as exploratory/regression/manual testing as required.
- » Proactively assess and contribute to the refinement of the QA strategy, including facilitating discussions related to improving overall end-to-end product delivery.
- » Collaborate with software development and delivery teams to analyse business requirements and define appropriate acceptance criteria.
- » Identify and communicate any requirement assumptions, dependencies, and risks in a timely manner.
- » Decompose business requirements and create appropriate and concise user stories.
- » Coordinate User Acceptance Test activities with the Delivery and Software Development teams.
- » Communicate effectively with software developers regarding explanation of user stories and validation based on acceptance criteria.
- » Uphold and advocate for the values, beliefs, and principles as outlined in the Technical Services Team Manifesto

Key selection criteria

Technical Attributes

- » Minimum of 3-5 years of experience in software testing with minimum 2 years of experience in automation testing within a SaaS-based environment
- » Experience in developing Automation Framework from scratch.
- » Significant knowledge of testing tools (preferably Test Complete, Cucumber Studio, Selenium and Behat)
- » Experienced in testing complex user interfaces, including manual/exploratory/UAT/API/regression testing
- » Experience in querying relational databases using SQL (preferably in PostgreSQL)
- » Experience with Agile and DevOps processes and practices, including Continuous Integration (CI) / Continuous Delivery (CD)
- » Experience with following technologies: JavaScript, HTML5, CSS3, RESTful APIs
- » Experience in QA methodologies.
- » Awareness of industry-based and Australian Government Accessibility and Usability principles, practices and guidelines.

Personal attributes

- » Ability to function in a team environment, including the ability to reason with others through effective, clear, and concise communication
- » Able to prioritise work across multiple projects within a fast-paced environment
- » Able to work both independently and within a collaborative environment
- » Systematic, proactive, and excellent attention to detail
- » Good strategic decision-making skills
- » Excellent written and verbal communications skills
- » Energy and passion for the work, sense of fun, and enjoyment for what can be achieved
- » Passion for digital transformation of the not-for-profit and community sector

Employment conditions

- » Located in Brisbane
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.