

POSITION DESCRIPTION

Quality Assurance Analyst (QLD)

EFT:	Full time, Permanent based in QLD (we are a flexible work place and part-time will be considered)
Portfolio:	Technology – QA/BA Team (QLD)
Reports to:	QA/BA Team Lead (QLD)

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 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 family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of 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 to create 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.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

The Quality Assurance/Business Analyst (QA/BA) team in Queensland is responsible for the analysis of functional requirements and quality assurance of all new and updated feature implementations for Infoxchange's client and case management application, referral portals and related web services.

You will be instrumental in integrating quality assurance (QA) into the requirements analysis process in order to ensure that all product development activities satisfy business objectives and user expectations. Your role extends beyond traditional QA responsibilities. In addition to

software testing, you will be required to demonstrate a high degree of problem solving and analytical skills and take a strategic, deliberate approach to product development and testing.

Your primary responsibilities will be to:

- » Act as a primary contact between the support team and developers to investigate and resolve support related incidents.
- » Test all product development based on acceptance criteria, leveraging automated testing where possible.
- » Utilise various testing techniques such as exploratory/regression/manual testing as required.
- » Knowledge of API testing (Postman)
- » Participate in estimation sessions by describing business needs and clarifying any questions arising during the design and delivery process.
- » 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 the Delivery and Software Development teams, and other relevant business stakeholders to effectively analyse business requirements.
- » Identify and communicate any requirement assumptions, dependencies, and risks in a timely manner.
- » Decompose business requirements and create appropriate and concise user stories.
- » Develop clear and well-described acceptance criteria.
- » 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 working relationships

Internal

- » QA/BA team (QLD)
- » Software Development Team (QLD)
- » Product Team
- » Government & NGO Delivery Teams
- » Application Support Team
- » QA/BA team (VIC)

External

- » Customers of Infoxchange

- » Partners of Infoxchange

Key selection criteria

Technical Attributes:

- » Experience working within a SaaS-based environment
- » Knowledge of QA processes and best practices
- » Experienced in testing complex user interfaces, including manual browser, exploratory, UAT, and regression testing
- » Experience in translating high level business requirements into functional requirements with clear, concise and testable user stories
- » Experience in conducting systems analysis for frontend and backend applications
- » Experience in querying relational databases using SQL (preferably in PostgreSQL)

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, including conversing with both end-users and technical teams across all levels within the organisation
- » 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

- » Working business hours and flexibly as required
- » Interstate travel as required
- » Person must agree to a police history check