

POSITION DESCRIPTION

Senior Quality Assurance 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 Senior Quality Assurance (QA) Analyst, you will be responsible for the quality of Infoxchange's new & existing web applications. You will be part of a continuous delivery team, focussed on the proactive monitoring and resolution of issues identified by both customers and product and delivery teams. You will be required to take ownership of QA activities, be actively involved in implementing new tools and technologies, and coaching/mentoring other team members on QA best practices. You will also be required to continuously research for process improvements and automate tests wherever & whenever possible.

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

- » Ensure the quality of enhancements, features, user interfaces and integrations with backend services according to best practices and proven processes
- » Create relevant test plans and contribute to high level documentation where required
- » Collaborate with software development and delivery teams to analyse business requirements and define appropriate acceptance criteria
- » Contribute to the development of structured test cases and document subsequent results
- » Query databases/reporting systems using SQL to retrieve data to support your bug reports
- » Lead the resolution of bugs in a timely manner, including collaborating with the software development, application support and delivery teams to triage and manage customer support tickets
- » Reproduce reported issues and perform root cause analysis to assist in the resolution of bugs
- » Contribute to the test automation and CI/CD with appropriate test data generation
- » Contribute to the continuous improvement of test quality by undertaking reviews and recommending improvements
- » Mentor team members as required
- » Uphold and advocate for the values, beliefs, and principles as outlined in the Technical Services Team Manifesto

Key selection criteria

Technical Attributes

- » Hands-on experience in a QA-related role at least 5+ years within a SaaS-based environment
- » Extensive Experience in testing complex user interfaces, including manual/automation/browser/exploratory/UAT/API regression testing
- » Experience in querying relational databases using SQL (preferably in PostgreSQL)
- » Experience in scripting (preferably JavaScript)
- » Experience in automation tools (preferably Jmeter, TestComplete, Selenium and Behat)
- » Experience with Agile and DevOps processes and practices, including Continuous Integration (CI) / Continuous Delivery (CD)
- » Experience with following technologies: HTML5, CSS3, RESTful APIs
- » 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.