

# POSITION DESCRIPTION

## Senior Quality Assurance Analyst

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

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/BA (QLD) team, 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.

We are looking for someone who has the potential to become our QA/BA team lead in the future where the focus will be on growing Infoxchange's overall testing capability.

## Key working relationships

### Internal

- » QA/BA team (QLD)
- » Software Design and Development team (QLD)
- » Product team
- » Delivery team (Application consultants, Project managers, Program managers)
- » QA/BA 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
- » Collaborate with software development and delivery teams to analyse business requirements and define appropriate acceptance criteria
- » Lead on 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
- » Lead on test automation and CI/CD in partnership with software developers, including developing test scripts and enhancing current build pipelines with appropriate test data generation
- » Research for end-to-end testing process improvements and be a champion of quality assurance best practices, including unit testing, CI, code reviews & automation tools
- » Mentor junior team members as required

## Key selection criteria

### Technical Attributes

- Experience in a QA-related role within a SaaS-based environment
- Knowledge in testing methodologies and best practices
- Experienced in testing complex user interfaces, including manual browser/exploratory/UAT/visual regression testing
- Experience in querying relational databases using SQL (preferably in PostgreSQL)
- Experience in scripting (preferably JavaScript)
- Experience in automation tools (preferably 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

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