

# POSITION DESCRIPTION

## QA/BA Lead (QLD)

EFT:	Full-time based in QLD ( <i>we are a flexible workplace and part-time will be considered</i> )
Portfolio:	Technology - QA/BA Team (QLD)
Reports to:	Head of Technology

### 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 Analysis (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.

The focus of the QA/BA Lead role is to provide both team and technical leadership. You will support and empower your team members to deliver to the best of their capabilities, and you will be integral in nurturing Infoxchange's culture of trust, quality, collaboration, high performance and open communication within your team and the wider organisation.

From a technical perspective, you will provide oversight on all aspects of QA/BA, including functional requirements analysis, QA strategy development, test planning and execution, environment management, test automation, defect management (incl. escalation), and post-implementation support. This is a hands-on role where you will actively work with multiple teams to achieve outcomes within acceptable delivery schedules.

## 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 duties and responsibilities

Your primary responsibilities will be to:

- » Define and own the QA strategy and its implementation within the context of Infoxchange's client and case management application, referral portals and related web services.
- » Collaborate with the QLD Software Development and Application Support teams to ensure all workflows align to the principles, escalation protocols, testing and quality standards as defined in the QA strategy.
- » Provide technical expertise in test automation, testing methodologies, testing processes, and appropriate tools.
- » Plan and coordinate all relevant activities within the QA/BA team (QLD), including management of risks associated with testing and taking preventative actions for any risks assessed as unacceptable.
- » Lead the monitoring and management of Level 2 application support incidents, including defect investigations and identification of areas of improvement. Implement steps required to improve overall escalation processes and workflow.

- » Be an escalation point for all urgent matters related to QA and operate as a primary point of contact for Infoxchange's leadership team.
- » Identify and report on appropriate metrics that track the quality of development, and work to continually improve these metrics.
- » Participate in key discussions, including project initiation, release planning, and reviews.
- » Build the capacity of team members to be able to progressively take on greater responsibilities.
- » Manage team members through appropriate techniques, including cultivating trust and respect, communicating openly and honestly, coaching and mentoring, and establishing a framework for professional progression.
- » Foster a culture of cross-skilling and knowledge sharing within team members
- » Uphold and advocate for the values, beliefs, and principles as outlined in the *Technical Services Team Manifesto*

## Key selection criteria

**To succeed in this role at Infoxchange, you will demonstrate:**

### Technical Attributes

1. Experience with developing and executing QA strategies
2. Solid understanding of SDLC
3. Extensive experience with exploratory/functional/integration/regression testing within a SaaS-based environment
4. Experience in defect management (incl. defining escalation protocols) and reporting
5. Experience with RDBMS
6. Experience with testing frameworks and tools (e.g. Selenium, Codeception, Postman)
7. Experience with designing, implementing & maintaining automation solutions

### Leadership Attributes

8. Experience leading a team through the use of clear objectives, goals, and expectations
9. Able to balance making decisions with providing autonomy for team members to direct their own work
10. Able to recruit and retain competent team members that complement the diversity and align to the core values of the Technical Services department
11. Able to motivate and empower team members to be the best version of themselves
12. Able to leverage technical experience to mentor junior team members
13. Able to guide team members towards adopting relevant methodologies/frameworks/tools for performing analysis and testing tasks

### Personal Attributes:

14. Teamwork: collaborative, supportive, helpful, and celebrate the achievements of others
15. Interpersonal skills: ability to build rapport with others, resolve conflict, be empathetic and sensitive to the needs of others

16. Ability to motivate, empower, and teach others
17. Passionate about solving complex problems
18. Able to manage both technical and non-technical stakeholders
19. Strong written and verbal (including presentation) communication skills
20. Energy and passion for the work, sense of fun, and enjoyment for what can be achieved
21. 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