

ROLE DESCRIPTION

Senior Test Analyst

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Courts, Tribunals and Service Delivery / Strategy, Reform and Support	
Location	Sydney	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBA	
ANZSCO Code	261111	
PCAT Code	1226164	
Date of Approval	25 October 2022	Ref: CATS 0081
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Senior Test Analyst works as part of a multi-disciplinary team responsible for digital product definition, development, implementation, maintenance and enhancement. The role is responsible for the preparation of test cases, test plans and test scripts and the performance of system testing to ensure software solutions are fit for purpose.

Key accountabilities

- Analyse business requirements and assist with creating acceptance criteria which aligns with business processes
- Assist in the creation of test plans and cases that ensure test coverage for the defined requirements.
- Identify test cases required for the automation regression suite with defined preconditions, test steps and expected results.
- Assist with updating the existing regression suite with new/amended test cases and perform regression testing during project iterations and in release environment.
- Perform system and integration testing to ensure new/amended service endpoints and software meets defined acceptance criteria and that no defects are introduced.
- Provide story point estimates of user stories in consultation with relevant stakeholders.

Key challenges

- Developing and maintaining the currency of understanding of the organisation's range of applications and the impact of new developments
- Responding to traditional and agile testing activities
- Managing own time on multiple products and competing priorities.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions
Work Team	• Support team, work collaboratively to contribute to achieving organisation's business goals • Participate in meetings to obtain the work group perspective and share information • Work collaboratively to contribute to achieving the team's business outcomes • Contribute to program/project quality reviews
Stakeholders	• Resolve and provide solutions to issues • Receive Business Requirements Specifications and provide feedback on testing

Role dimensions

Decision making

This role has a certain level of autonomy and is expected to make decisions that are under their direct control. It refers to a manager for decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management.

This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

This role reports to the Quality Assurance Manager

Direct reports

Nil

Budget/Expenditure

As per the Financial Delegations

Key knowledge and experience

Experience in a similar role, along with experience in or demonstrated understanding of the following programs/applications/technologies:

- JavaScript
- SQL
- Postman/SoapUI
- Tricentis qTest

Alternatively, strong experience as an advanced user of core CTSD applications and participation in User Acceptance Testing for some or all of the following products:

- JusticeLink
- Online Registry
- Online Court

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Stay motivated when tasks become difficult	Intermediate
 Relationships	Work Collaboratively Collaborate with others and value their contribution	- Encourage a culture that recognises the value of collaboration - Build cooperation and overcome barriers to information sharing and communication across teams and units - Share lessons learned across teams and units - Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work - Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work - Initiate, prioritise, consult on and develop team and unit goals, strategies and plans - Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate outcomes and adjust future plans accordingly	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	- Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence - Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

Focus Occupation Specific Capabilities			
	Capability name	Capability Set	Level
	Capability description		
	Development and implementation Systems Development Testing Investigating products, systems and services to assess behaviour and whether this meets specified or	Selects appropriate testing approach, including manual and automated testing. Develops and executes test plans and test cases. Implements scalable and reliable automated tests and frameworks.	Level 4 – TEST

	unspecified requirements and characteristics.	Collaborates across parties involved in product, systems or service design and development to enable comprehensive test coverage. Identifies improvements in requirements, design or specification processes to increase the effectiveness and efficiency of testing. Analyses and reports on test activities, results, issues and risks, including the work of others.	
	Change and Transformation Change analysis Acceptance Testing Validating systems, products, business processes or services to determine whether the acceptance criteria have been satisfied	Develops acceptance criteria related to functional and non-functional requirements, business processes, features, user stories and business rules. Designs, specifies and executes test cases and scenarios to test that systems, products and services fulfil the acceptance criteria and deliver the predicted business benefits. Collaborates with project colleagues and stakeholders involved in the analysis, development and operation of products, systems or services to ensure accuracy and comprehensive test coverage. Analyses and reports on test activities, results, issues and risks including the work of others.	Level 4 – BPTS



NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational

Complementary Occupation Specific Capabilities

	Capability name	Description	Level
	Delivery and Operation / Service Management / Service Acceptance	Managing the process to obtain formal confirmation that service acceptance criteria have been met.	Level 5 - SEAC
	Change and transformation / Change Analysis / Requirements Definition and Management	Managing requirements through the entire delivery and operational life cycle.	Level 3 - REQM