



Job Description

Post/Job Title:	Test Analyst (Fixed Term)
Duration if temporary:	12months
Ref:	POSN108157/179
School/Support Service:	IT Services
Group/Section:	IT Programmes and Digital Transformation
Normal hours per week:	1 FTE (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	7
Accountable to:	Test Manager

Job Purpose

This role will be responsible for undertaking independent verification and validation (IV&V) on projects to support the delivery of high quality, fit for purpose solutions that implement Bournemouth University's Vision and Strategic Plans.

Reporting to the Test Manager, and working as part of the wider IT Services Team, the post holder will be responsible for test activities across all programmes/projects (both functional and non-functional), applying a firm technical understanding to fully test all deliverables and appropriate IT solutions.

The post holder will define and implement all types of testing including smoke, unit, system integration, performance, load, security, user acceptance and regression testing, including the development of automated test suites within agile and traditional development environments.

Ensure that solutions are verified and validated against customer requirements to maximise all potential benefits. This will be done by working closely with business representatives to understand their requirements and constraints, and internal / external IT stakeholders and other project team members to understand technical capabilities, constraints, and best possible solutions.

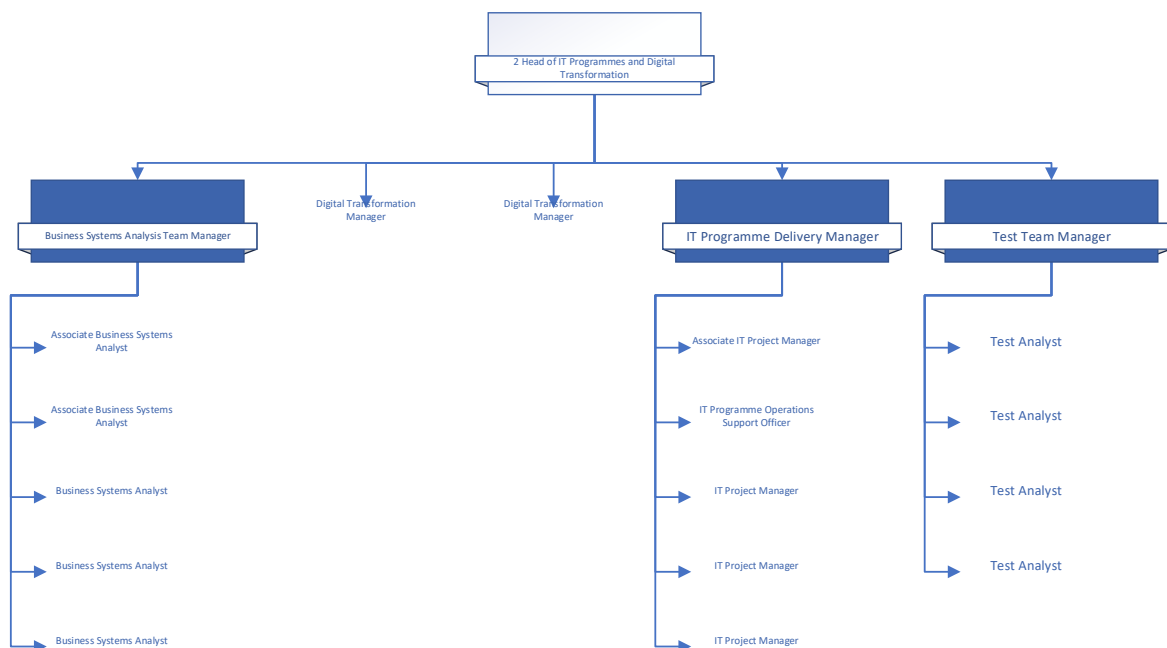
Main Responsibilities

1. Input technical experience into an independent verification and validation driven function performing test activities and contributing to quality gates throughout the development lifecycle.
2. Lead through co-ordination and prioritisation all aspects of test cycle planning and delivery, including input to business case development, estimating, planning, resource allocation and management, risk/issue management, communications, test management, client engagement, and service transition.
3. Develop functional and non-functional testing plans, scripts and processes aligned with BU business strategy and with industry best practice.

4. Responsible for the alignment of project test activities - across peers, customers and consultants - to the BU IT Strategy.
5. Influence, define, monitor and control test configurations, procedures and audit controls for all aspects of business process development, integration services, access controls, security and application lifecycle management, as directed by the Test Manager.
6. Plan, arrange and facilitate meetings/workshops for customers, stakeholders and business process owners during test planning and throughout development stages to identify, document and agree test requirements. Influence external partners to ensure they comply with agreed testing requirements.
7. Design testing solutions and assist in the design of the testing process to be followed for all projects.
8. Identify and raise project risks & issues associated with the test process; monitor escalation to project managers communicating effectively with technical teams, customer managers, consultants, and suppliers
9. Measure and monitor KPIs which track testing progress across projects and ensure reporting to key stakeholders. Ensure testing is on schedule and to budget.
10. Manage project defect tracking, host defect review boards to judge defect validity and priority through to project closure. Manage the archiving of project artefacts on closure including handover of outstanding issues to service transition teams.
11. Co-ordinate, prioritise and implement product and process improvement in test execution, system/integration test automation, release quality measurements and assessment via software development and test metrics.
12. Manage the provision and scheduling of suitable test environments (including test user accounts), negotiating with project colleagues and customers to optimise test services. Utilise the use of virtualised environments for test verification and resolve environment resource conflicts between competing customers and project managers.
13. Provide leadership, support, coaching and performance management for Test Analysts (G6), working with the Test Manager and training and development agencies to maximise their performance and foster their career development. (Team numbers and composition may change over time.)
14. Provide expert advice and guidance to the test team members in the use of test tools and test processes.
15. In collaboration with the Test Manager maintain a personal and professional development plan, identifying key objectives, development needs and team objectives.
16. Maintain a current knowledge of testing industry best practice.
17. Work to management processes, methods and tools based upon project management, application lifecycle management and ITIL good practice.
18. Develop and maintain excellent working relationships with all users and IT colleagues and work collaboratively to develop and provide integrated and seamless delivery of services to the University.
19. Participate in training courses away from the University, be contactable at reasonable times, expect to work unsocial hours as required by projects (inc. weekends / bank holidays) and expect to supervise and manager partners / suppliers.

20. Deputise for the Test Manager as required.
21. Read, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
22. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
23. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.
24. Any other duties that may be reasonably required.

Organisation Chart



IT Services Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts Internal and external, including level

Internal:

- Colleagues at all levels within the organisation, up to and including members of UET

External:

- Students
- Customers
- HE Sector colleagues
- Suppliers

Challenges

- Delivering excellent service with finite resources
- Ongoing process and service excellence review

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offender.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

September 2024



Person Specification

Post / Job Title:	Test Analyst	Post No: 179/POSN108157
School / Professional Service:	IT Services	Date: September 2024
SELECTION CRITERIA		Essential/ Desirable
Knowledge (including experience & qualifications) in order of importance		
Significant experience in test development including the transition into operation of new services, ideally including data warehouse and integration services		Essential
Understanding and experience of test planning, developing and executing test plans and scripts in an enterprise system environment, recording results and archiving the evidence		Essential
Knowledge of structured and automated test methods and processes and understanding of formal methodologies such as Agile, V-model, Iterative or Waterfall		Essential
Experience in the effective use of defect tracking and test management tools		Essential
Knowledge of load/stress testing and meeting non-functional requirements		Essential
Knowledge of server and service technologies (such as Linux, Windows, Web) including test environment setup		Essential
Degree, equivalent qualification, or demonstrable, comparable, capability in testing		Essential
Understanding of IT Service provision in medium to large organisations		Essential
Good awareness of IT related legislation and guidelines e.g. DPA, DDA, Computer Misuse Act		Essential
Knowledge of PRINCE2, other formal project management and ITIL Service Management methodology		Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector		Desirable
Skills		
Proficiency in testing tools (such as Application Lifecycle Management (ALM), Unified Functional Testing (UFT) , Webload, Apache JMeter or Selenium)		Essential
Proficient in the development and management of automated test scripts, with advanced scripting skills (such as VBScript)		Essential
Strong analytical skills; ability to evaluate and model complex test issues		Essential
Knowledge of defect tracking, experience of facilitating defect review boards, and quantitative defect measurement		Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation		Essential
Demonstrable ability to be part of and inspire multi-skilled teams		Essential
Demonstrate excellent verbal and written communication skills, across all levels		Essential
Demonstrable ability to handle a range of activities to tight and varied timescales		Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level		Essential
Ability to prioritise workload and work to required timescales		Essential
Excellent IT skills, including Microsoft Office suite and Microsoft 365		Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level) with both internal and external stakeholders and suppliers		Essential
Coaching and mentoring skills		Essential
Attributes		
Empathetic		Essential
Collaborative		Essential
Attention to detail		Essential
Customer-centric approach		Essential
Innovative		Essential