Position Description – QA Delivery Manager

Position Details

Position Title: Program Test Manager

College/Portfolio: University Operations

School/Group: Information Technology Services

Campus Location: Based at the City campus.

Classification: HEW 9

Employment Type: Fixed Term

Time Fraction: 1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.
https://www.rmit.edu.au/about/our-locations-and-facilities

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.
https://www.rmit.edu.au/careers

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.
https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, Experience, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT Audiences" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners

Position Summary

The Program Test Manager will be responsible in planning and delivering a successful QA & Testing activities and deliverable for a major program of work for RMIT. This role will work closely with critical business and technical stakeholders within ITS Portfolio & Planning delivery team and is required to align with ITS QA Practice.

This role is also key to managing the UAT acceptance of a SaaS product into the university environment, ensure all Quality gates are communicated and tailored for the program, vendor management, ,raise Quality related risk to all stakeholders of the program and educate them to be Quality first mindset; and bringing the program to a successful completion.
This position requires extensive experiences in standing up a high performing delivery testing team and delivering a successful testing delivery for a major program of work of a highly customized solution by an external Vendor to a wide stakeholder. Exceptional stakeholder management, big picture thinking, proactive risk management, critical thinking, consultative, pragmatic and a roll-up-your-sleeves attitude are required to succeed in this position.

Reporting Line

Reports to: Senior Enterprise QA Manager

Direct reports: 5 - 7

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Define, Lead and own QA and test strategy and execution of a major program of work which include functional and non-functional aspects of the solutions delivered.
- Management of integrated test execution in accordance with the program schedule
- Estimate test efforts across projects and initiatives including resources, licensing and infrastructure required.
- Identify test prerequisites and test risks early to accommodate fulfilment and mitigation.
- Design and define requirements for test environments. Work with Non-Production Environment Manager and different squads to ensure the readiness, stability, and currency of test environments to support all testing activities.
- Responsible for efficient defect management and resolution across the portfolio with relevant and fit-for-purpose reporting on QA activities and quality of releases
- Engage with Strategic Delivery Partners to flex-up QA resources for projects and initiatives as required, manage partner deliverables.
- Provide QA perspective and expertise during solution design phase, ensuring systems and solution are designed and built are testable and able to support the test strategy whilst meeting the requirements of the business stakeholders, customers, and ITS supporting teams.
- Management of War Room for the E2E test execution period to drive integrated test outcomes.
- Coordinate and provides guidance on User Acceptance Test (UAT) activities including assisting in facilitate QA workshop, test execution, demonstration of the solutions, defect management and test support.
- Produce Test Summary Reports (TSR) and sprint test status updates, demonstrating test coverage, residual defects and overall quality reporting.
- Mentor, guide and nurture a team of QA Analysts embedded in projects and initiatives as part of a matrix-based operating model.
- Identify opportunities for Test Automation and contribute to test automation frameworks where required.
- Perform efficient Test Closure and Handover activities at the end of the program.
- Be the Key players of RMIT QA Community of Practice to leverage solutions, tools, and frameworks across the organization. Continuously embedding a QA knowledge base that seeks to mature with every initiative undertaken, thus building IP and facilitating a continuous improvement mindset
- Assist the Sr Enterprise QA Manager/ QA Manager for Ad Hoc testing duties.

Key Selection Criteria

1. A minimum of 5 years as Test Manager which include 3 successful end to end portfolio/ program test delivery (Unit Testing, System Testing, API Testing, SIT, User Acceptance, Non-Functional Testing, PVT and Hyper Care Testing) which involved vendor management and a wide business stakeholder for a large-scale testing.
2. A proven track record in standing up a high performing Test team to support test delivery.
3. Experienced in defining and executing a test delivery strategy which aim to reduce duplicate effort, automation first mindset, deliver reusable test artefacts for both functional and nonfunctional test.
4. Ability to work with a wide range of business stakeholder, project team, vendor team, Enterprise QA practice to provide a clear picture of the program test status, risk, and mitigation.
5. Extensive experiences in Defect Management and UAT governance.
6. Extensive experiences in building trusting and collaborative relationships with internal and

    external stakeholders to effectively influence and negotiate; and

7. You must have a keen sense of initiative by being a self-starter, with a proactive approach to tasks and collaborations.
8. Preferably experienced in delivering for Higher Education environment.

Qualifications

- Tertiary qualifications in Information Technology, or equivalent experience
- Agile/SAFE certification (highly desirable) and/or ISTQB certification (preferable)

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working with Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: