

SCHEDULE 2 – JOB DESCRIPTION

Senior Software Quality Analyst

Role – Purpose and Scope

The role is a Senior Software Quality Analyst role within the Manage My Health team. The role is based in Auckland and reports to the Head of Solution Sales.

The purpose of the role is to

- Quality assurance and testing of web applications, Web APIs, Web Services and Mobile apps (android and iOS).
- Overall responsibility for quality plans, test strategy, test cases and test exit reports.
- Review requirement specification documents and participate in requirements meetings as well as agile review sessions to verify the user stories and test strategy.
- Perform end to end testing including UI, functional, Integration, Regression testing and UAT.
- Identify, document, and communicate all issues and findings discovered during testing.
- Assist Development team in Software Releases and Deployment Process.
- Ability to interact directly with customers and end users and investigate issues and provide analysis and feedback including technical reports/documentation

Key Relationships

Reporting

This position reports to the Head of Solution Sales.

Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will be commensurate with experience.

Key Result Areas

Key Responsibilities	Outcome	Performance Measure
Design test plans, scenarios, scripts, or procedures	Test plans/scripts are prepared accurately and are free from errors	Test plans/scripts
Plan and coordinate test schedules or strategies in accordance with agreed timeframes	Test schedules are accurately and prepared in a timely fashion according to required/agreed timelines	Test schedules and feedback from Reporting Manager
Develop testing programs that address areas such as database impacts, software scenarios, regression testing,	Test programs are comprehensively prepared in a timely fashion	Test programs/schedules and feedback from Reporting Manager

negative testing, error or bug retests, or usability		
Identify, analyse, and document problems with program function, output, online screen, or content	Issues and problems are thoroughly analysed and comprehensively documented	Problem/issue analysis report
Document software defects, using a bug tracking system, and report defects to software developers	Software defects are accurately recorded and reported	Software defect database and feedback from Service Delivery Manager
Create and maintain databases of known test defects	Test defect database is updated regularly and accurately records software issues	Test defect database
Monitor bug resolution efforts and track successes	Bug and issues resolutions are analysed, tracked and reported on	Bug/issue reports
Prepare test defect reports for Project Status Review meetings	Test defect reports are accurate and summarise project testing issues	Test defect reports and feedback from Service Delivery Manager
Ensure compliance with ISO and ISMS policies, service level agreements and procedures.	All policies are implemented, and service standards are complied with. Undergo training of ISO, ISMS and Microsoft Gold Partner processes where necessary.	Full compliance to the ISO and ISMS processes. Be familiar with the ISO/ISMS training program.

Projects or other duties

Objective – To carry out other duties which may reasonably be required by the Chief Executive at his absolute discretion, from time to time in the course of Medtech’s business and which fit the role’s purpose as stated and for which the position holder is qualified.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Observe all Medtech Group’s safe work policies and procedures, and report hazards or accidents via health and safety registers as appropriate	Is familiar with health and safety policy of Medtech. Understands hazard identification and accident reporting protocols	Health and safety records, hazard and accident registers
Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace	Acts responsibly and follows Company policy and procedures for health and safety	Accident/incident register and hazard register

Person Specification

Part of what makes us successful, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated IT professional with a proven record of success in the healthcare technology sector. With a committed motivation to getting things done, you always place our customers at the centre of everything you do.

Technical or Professional Knowledge and Experience

- Bachelor's Degree in computer science or similar.
- Minimum 6 years' software testing experience.
- Experience in Health IT is essential.
- ISTQB certifications preferred
- Experience with end to end testing including UI, functional, Integration, Regression and UAT
- Experience in writing quality plans, test strategy, test cases and test exit reports.
- Good knowledge of quality assurance principles and methodologies of the web, web API and mobile application testing (android and iOS)
- Test plan, test case, and test script creation and execution
- Experience with commercial testing tools
- Ability to interact directly with customers and end users and investigate issues and provide analysis and feedback including technical reports documentation
- Experience with automated testing tools including tools like Postman tool
- Good experience in HTML, JavaScript and ability to use browser debugging tools.
- Experience with MS-SQL skills is essential.
- Experience working in an agile environment is essential.

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Instructing — Teaching others how to do something.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Service Orientation — Actively looking for ways to help people.