ROLE DESCRIPTIONS: SOFTWARE QUALITY ASSURANCE JOB FAMILY

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| **Role Purpose:** Provides comprehensive application software functional and non-functional testing services, including benchmarking, applying Best Practice QA standards and practices, to ensure GSG software is fit for purpose and meets all requirements for quality for market release. |  | **Initial Completion Date:** | 15/11/2006 |
|  | **Revision Date(s): 20/05/2010 Fred Beringer**  **01/08/2010 Kiew Seng Lee**  **10/08/2010 Fred Beringer**  **15/08/2013 Julie Webster** |  |

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| **Title: Graduate QA Engineer** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  This is a transitional role to get appropriate experience for accessing the Junior position. The role is learning the basics of the job, but utilizing personal skills to develop, learn and progress     * Liaising with the BA/PO and development team to understand testing requirements * Writing, recording and executing both manual and ideally, automation functional and regression test scripts as part of the release cycle. * Logging, retesting and closing bugs. * Tracking own test plan progress * Communicating testing status on a regular basis to QA lead | Works on problems of simple scope.  Uses clearly defined procedures and standard practices to make routine decisions.  Exercises some judgment in determining the appropriate action. | Works under close supervision receiving detailed verbal and/or written instructions. | * Developing knowledge of relevant computing platforms. * Developing knowledge of relevant Experian software applications. * Developing knowledge of Quality Assurance methodologies. * Ideally development or good technical skills. * Good problem solving skills. * Good time management skills. * Good verbal and written communication skills. * Good team player and willingness to learn (a fast learner). | * Corporate and department training enables competent use of QA tools and adherence to dev/QA project processes * Accurate and complete design and execution of test cases * Logging of bugs is meaningful and comprehensive * Demonstrates some knowledge of products * Delivers good quality outputs on time |

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| Criteria for promotion to Junior QA Engineer: Typical timeframe 6-12 months |  |
| Corporate and local training completed  Demonstrated ability to use standard tools to create test cases and log bugs  Executes tests accurately and completely  Good quality, informative and complete bug logging  Communicates progress appropriately and regularly to QA lead and dev | Owns own development and engages with people they can learn from  Demonstrates a basic product knowledge and can demonstrate own work eg at sprint reviews  Established as a credible team member in project (not just QA) |

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| **Title: Junior QA Engineer** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  This role is showing proficiency in the fundamentals of the job within a straightforward project scope   * Proficiency in developing, maintaining and enhancing comprehensive test cases (with some automation potentially) for own scope of work. * Analysis of straightforward requirements to define test scenarios * Collaborates closely with the Product team to determine requirements and to report, research, and resolve defects * Assists with issue tracking and resolution during all test cycles * Communicates testing status and issues on a regular basis to QA lead * Ability to create testing artifacts and capable of working on small to medium projects with straightforward testing requirements | Works on problems of simple scope.  Uses clearly defined procedures and standard practices to make routine decisions.  Exercises some judgment in determining the appropriate action. | Works under supervision but able to determine course of action by collaboration with the team and reference to supervisors where necessary. | * Good knowledge of relevant computing platforms. * Good knowledge of relevant Experian software applications. * Good knowledge of Quality Assurance methodologies. * Ideally development or good technical skills. * Good analysis and problem solving skills. * Good time management skills. * Good verbal and written communication skills. * Basic automation skills | * Well documented bug logs with good supporting information. * Up-to-date and accurate bug log management. * Up-to-date and accurate test management * Estimates own work and is able to deliver to plan, escalating problems to PM/QA lead * Contributes to own development * Shares knowledge with team members * Makes suggestions for continuous improvement |

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| Criteria for promotion to QA Engineer I: Typical timeframe 12 months |
| Creates test plans and test cases with reduced supervision, but seeks collaboration with PO/dev for agreement and completeness  QA test process followed accurately as a matter of course  Good quality, informative and complete bug logging  Communicates progress appropriately and regularly to QA lead and dev  Is able to resolve own problems seeking appropriate assistance but owning the issue  Established as a credible team member in project (not just QA)  Owns own development and engages with people they can learn from  Demonstrates a good product knowledge and regularly demonstrates own work eg at sprint reviews  Able to identify and contribute to improvement initiatives. |

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| **Title: QA engineer I** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  The role works largely to instruction but to a very good standard of process execution, organisation and communication to deliver functionality. Developing good product knowledge and able to define insightful test plans.   * Proficiency developing, maintaining and enhancing comprehensive functional test cases * Collaborates closely with the Product and Development teams to determine requirements , designs and dependencies * Reports, researches, and validates defects diligently * Assists with issue tracking and resolution during all test cycles * Communicates testing status on a timely manner to QA lead * Competency in creating testing artefacts with quality and ability to work in a complex or distributed testing environment * Provides test estimates with a good level of accuracy. * Identifies tests for automation and assists senior/lead to create the automation with guidance. * Participates in retrospective and improvement initiatives upon project completion | Works on problems of moderate scope.  Uses clearly defined procedures and standard practices to make routine decisions.  Exercises some judgment in determining the appropriate action. | Can work largely autonomously in conjunction with their project team. Determines requirements and resolves problems and best course of action by collaboration with the team and reference to supervisors where necessary. | * Good knowledge of relevant computing platforms and automated test tools. * Good knowledge of multiple Experian software applications, including business use. * Strong knowledge and adherence to Quality Assurance methodologies. * Ideally development or good technical skills. * Intermediate level automation skills. * Basic estimating skills * Good problem solving and analytical skills. * Good organization and time management skills. * Good oral and written communication skills. * Positive outlook and demeanor | * Designs insightful test scenarios based on knowledge of the product and its users. * Well documented bug logs with good supporting information. * Up-to-date and accurate bug log management. * Up-to-date and accurate test management * Great relationships with team members and a credible team member * Estimates own work and is able to deliver to plan, escalating problems to PM/QA lead * Proactive communication and escalation of risks and issues * Provides insight to the quality of the product * Contributes to own development * Shares knowledge with team members * Makes suggestions for continuous improvement and contributes to improvement initiatives. |

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| Criteria for promotion to QA II: Typical timeframe 18m - 2 years |  |
| Competency in complete end to end QA cycle for straightforward testing situations, showing strong collaboration and team working to enhance testing effectiveness.  Delivers on time and to promises with good standard of materials  Identifies and solves problems to ensure project stays on track  Communicates progress appropriately and regularly to QA lead and dev | Owns own development and engages with people they can learn from  Demonstrates a good product knowledge beyond own testing area and regularly demonstrates to wider audiences e.g. at sprint reviews, to train junior team members or new hires  Established as a credible team member in project (not just QA), and in local office |

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| **Title: QA engineer II** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  The role is more autonomous and likely to involve more complex test requirements and proactive issue recognition and resolution. Business and technical knowledge should be apparent in pragmatic decision making  .   * Participates in software design discussions, reviews and test strategy sessions. * Creates test data and maintains regression test suites. * Proficiency in developing, maintaining, executing, reviewing and enhancing comprehensive test plan and test cases to cover functional and non-functional tests (incl performance, load and volume tests) * Collaborating closely with the Product and Development teams to determine requirements, designs and dependencies, including automation * Report, research, analyses and validates complex defects with consistent high quality * Proactive in issue and risk escalation, tracking, owning and resolution throughout test cycles * Communicating testing status on a timely manner to QA lead * Competency in creating complex testing artifacts with high quality and capability to work in a complex or distributed testing environment * Provide test estimates and schedule * Develop, maintain and execute test automation * Contribute in retrospectives and defect escape analysis for projects accomplished * Participate in improvement initiatives within QA and GSG * Provide work guidance and mentorship to other team members (on a formal basis) | Works on problems of diverse scope.  Able to apply flexibility to working practices and processes to solve problems and drive results by understanding and mitigating business impact. | Can work largely autonomously in conjunction with their project team. Determines requirements and resolves problems and best course of action by collaboration with the team and reference to supervisors where necessary.  Likely to have some responsibility for junior team members, their work outputs and skills development. | * Good knowledge of relevant computing platforms and automated test tools. * Good knowledge and hands on usage of at least one Experian software application, including business use (can demonstrate it). * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Ideally development or good technical skills. * Good automation skills at intermediate level. * Strong problem solving and analytical skills. * Good estimation skills * Good time management skills. * Good oral and written communication skills. * Good influencing skills * Strong attention to detail * Pragmatic decision making based on business awareness * Positive demeanor | * Comprehensive test scenarios produced, ensuring maximum coverage of common scenarios. * Well documented bug logs with good supporting information. * Up-to-date and accurate bug log management. * Up-to-date and accurate test management * Great relationships with team members and a credible team member * Delivers to plan as estimated * Minimal issues raised to board affecting project timelines * Provides insight to the quality of the product * Owns own development * Can demonstrate product(s) * Shares knowledge with team members * Makes suggestions for continuous improvement and contributes to improvement initiatives. * Progression of junior team members |

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| Criteria for promotion to Snr QA I: Typical timeframe 18m - 2 years |  |
| Starting to demonstrate personal maturity, credibility of personal brand, and leadership, with an appreciation of the Experian/GSG vision and values  Depending on next role, is demonstrating either a) good people leadership skills and organisation/project management ability b) advocates and drives process adherence and improvement c) excellence in determining strong QA strategy and plans that deliver excellence in quality and insightful contribution usually in functional testing and automation.  Understanding of the bigger picture and the business drivers  Identifies and solves regular day to day problems to ensure project stays on track  Communicates progress appropriately and regularly to QA lead and dev | Good self-awareness and proactive personal career development  Shows ownership of problems and their resolution  Demonstrates excellent product knowledge for an entire product and can discuss any product issue with confidence at team and up to project board level.  Has established good stakeholder relationships within direct scope of work  Established as a credible team member in project (not just QA), and in local office |

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| Criteria for promotion to Snr QA 2: Typical timeframe 2 - 3 years |  |
| Proven leadership at Snr QA I level and ready to take on bigger, more complex projects.  Depending on next role, is demonstrating either a) very good people management and leadership skills and organisation/project management ability b) drives and develops QA process and improvement c) excellence in determining strong QA strategy and plans that deliver excellence in quality and insightful contribution in functional and/or non-functional testing, including automation.  Excellent relationships with the project team and stakeholders  Understanding of the bigger picture and the business drivers  Identifies and solves complex problems to ensure project stays on track  Communicates progress appropriately and regularly to QA lead and dev | Good self-awareness and proactive personal career development  Demonstrates excellent product knowledge and testing knowledge for an entire product and can discuss any product issue with confidence at team and up to project board level.  Has developed more senior stakeholder relationships outside of immediate scope of work e.g. customers, delivery, senior product management, PMO.  Established as a credible team member in project (not just QA), and in local office |

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| **Title: Senior QA engineer I** | | **Complexity** | | **Supervision** | | **Knowledge / Skills / Abilities** | | **Measure of performance** |
| Major Job Functions  Senior roles require a level of maturity and personal leadership to drive results and engage and develop people. This role builds on existing QA specialisms and provides expertise to the project team to drive insightful testing strategy that provides more robust product quality, and process efficiency.   * Evaluates application requirements and design documents, working closely with Product Management, systems engineers and architects to contribute to the test strategy for projects. * Creates and maintains test data and regression test suites, including automation as a matter of course. * Proficiency in developing, maintaining, reviewing and enhancing comprehensive test plan and test cases to cover functional and non-functional tests and automation * Report, research, and validate and track complex defects with consistent high quality * Proactive in issue and risk escalation, through effective collaboration and influence. * Communicating testing status on a timely manner to QA lead and stakeholders as appropriate to ensure progress is known and team credibility is high. * Researches tools and technologies that will allow increasing test coverage and minimize testing cost * Provide accurate test estimates and schedule, proactively discussing and agreeing this with team and stakeholders. * Proactively contributes in retrospectives and defect escape analysis for completed projects * Owns and drives improvement initiatives within QA and GSG. * Proactively share knowledge and best practices with more junior team members to enhance their skills. | | Works on complex problems of diverse scope.  Able to apply flexibility to working practices and processes to solve problems and drive results by understanding and mitigating business impact.  Utilises contacts and relationships to enhance own performance and knowledge. | | Works under minimal supervision.  May determine methods and procedures on new assignments and proactively provides guidance and advice to more junior personnel, peers and team members. | | * Very good knowledge of relevant computing platforms and automated test tools. * Strong knowledge and hands on usage of at least 2 Experian software applications, including business use (can demonstrate). * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Good development and technical skills * Strong problem solving and analytical skills. * Good time management skills. * Very good oral and written communication skills. * Strong influencing skills * Good attention to detail * Demonstrated implementation of company and department standards. * Proactive development of own knowledge | | * Comprehensive test scenarios produced, ensuring maximum coverage of common scenarios. * Well documented bug logs with good supporting information. * Up-to-date and accurate bug log management. * Up-to-date and accurate test management * Great relationships with team members and senior stakeholders * Delivers to plan as estimated * Minimal issues raised to board affecting project timelines * Provides insight to the quality of the product * Owns own development * Can demonstrate product(s) * Proactively shares knowledge with team members which results in progression of junior team members. * Makes suggestions for continuous improvement and owns and completes improvement initiatives. |
| **Title: Senior QA engineer I (Project Lead)** | **Complexity** | | **Supervision** | | **Knowledge / Skills / Abilities** | | **Measure of performance** | |
| Major Job Functions  Senior roles require a level of maturity and personal leadership to drive results and engage and develop people. This role has people and project responsibilities, learning to be a manager, and leading by example, as well as improved wider business awareness.   * Evaluates application requirements and design documents, working closely with systems engineers and architects to contribute to the test strategy for projects. * Works with team, including Product Management and dev to provide estimates and resource plans for projects * Develops master test / implementation plans for multi-application projects and provides coordination across teams and sites where applicable. * Manages the implementation of the QA plan for the project in conjunction with sprint activities, providing progress reporting and escalation and management/resolution of issues. * Provides line management for team of QA assigned to project, including objective setting, development and appraisal of those people. | Responsible for the QA of regular projects potentially across multiple products, and geographical boundaries with potentially cross product dependencies. | | Works under minimal supervision.  Uses product and testing knowledge and internal expert relationships to optimize own performance and drive good levels of quality for the product. | | * Good knowledge of relevant computing platforms and automated test tools. * Good knowledge and hands on usage of multiple Experian software applications, including business use. * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Strong problem solving and analytical skills. * Good time management skills. * Good oral and written communication skills. * Good influencing skills * Strong attention to detail * Good organization skills and able to observe basic project management principles especially change management and impact assessment * Good stakeholder management skills | | * Project is successful with testing plans achieved to the planned timelines. * Good and accurate visibility of QA progress and issues to the project board. * Good level of quality achieved for the release. * Strong relationships with the project team and board fostering cooperation and mutual compromise. * Monitoring and feedback to team to achieve their performance targets. * New ideas and ways of working are introduced to the QA team | |

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| **Title: Senior QA engineer I (Technical Lead)** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  Whilst no direct people management, this role requires senior technical and testing direction based on business acumen as well as technical expertise. High standards of process execution, organisation and communication, as well as good product knowledge and technical people skills development .   * Leads technical assignments ie. Automation, performance testing, test framework * Acts as a technical reference for the broader group. Shares technical knowledge. Organize technical webinar/presentation across the local group. * Uses technical knowledge to influence quality upfront. * Researches tools and technologies that will allow increasing test coverage and minimize testing cost * Evaluates product requirements design documents, working closely with development, architects and product management in order to input to project QA strategy. * Responsible for developing effective and efficient automation or performance testing strategies and plans and their synchronization with stakeholders * Executes tests, analyses results, reports bugs and summarizes the status of the testing for different stakeholders * Participates in establishing test automation process and procedures * Participates in hiring process * Trains, mentors junior team members * Helps project leads with team member objective setting and personal development plans. * Keeps abreast of industry developments in QA, and evaluates their benefit to Experian. | Works on complex problems of diverse scope.  Able to apply flexibility to working practices and processes to solve problems and drive results by understanding and mitigating business impact.  Utilises contacts and relationships to enhance own performance and knowledge. | Works under minimal supervision.  May determine methods and procedures on new assignments and provides guidance to team members. | * Very good knowledge of relevant computing platforms and automated test tools. * Strong knowledge and hands on usage of at least 2 Experian software applications, including business use (can demonstrate). * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Strong problem solving and analytical skills. * Good time management skills. * Very good oral and written communication skills. * Strong influencing skills * Good attention to detail * Demonstrated implementation of company and department standards * Strong knowledge or experience in creating test harnesses * Strong knowledge or experience in performance testing and/or automation * Very good knowledge of software development | * Comprehensive test scenarios produced, ensuring maximum coverage of common scenarios. * Well documented bug logs with good supporting information. * Up-to-date and accurate bug log management. * Up-to-date and accurate test management * Great relationships with team members and senior stakeholders * Delivers to plan as estimated * Minimal issues raised to board affecting project timelines * Provides insight to the quality of the product * Owns own development * Can demonstrate product(s) * Proactively shares knowledge with team members which results in progression of junior team members. * Makes suggestions for continuous improvement and owns and completes improvement initiatives. * Implementation of new practices and tools that keep Experian up with the market place. |

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| **Title: Senior QA engineer II** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  This role expects a competent QA engineer who is driving testing excellence through very good business and product awareness and QA practices   * Proactive contribution to requirements and design process, working closely with Product Management, systems engineers and architects to drive the test strategy for projects, considering the wider business and customer requirements. * Creates and maintains test data and regression test suites as a matter of course. * Proficiency in developing, maintaining, reviewing and enhancing comprehensive test plan and test cases to cover functional and non-functional tests * Report, research, and validate and track complex defects with consistent high quality * Proactive in issue and risk escalation, through effective collaboration and influence. * Communicating testing status in a timely manner to QA lead and stakeholders as appropriate to ensure progress is known and team credibility is high. * Provide accurate test estimates and schedule, proactively discussing and agreeing this with team and stakeholders. * Develop, maintain and execute test automation as required and in accordance with standard processes. * Proactively contributes in retrospectives and defect escape analysis for completed projects * Owns and drives improvement initiatives within QA and GSG. * Proactively share knowledge and best practices with more junior team members to enhance their skills | Works on complex problems of diverse scope.  Able to apply flexibility to working practices and processes to solve problems and drive results by understanding and mitigating business impact.  Utilises contacts and relationships to enhance own performance and knowledge. | Works under minimal supervision.  Drives methods and procedures on new assignments and provides guidance, review and advice to more junior team members to drive project success and knowledge development. | * Strong proactive influencing and team motivation skills. * Strong proactive delegation and coaching skills. * Strong knowledge of relevant computing platforms and automated test tools. * Strong knowledge of company and department standards. * Advanced knowledge of Quality Assurance methodologies. * Advanced problem solving and analytical skills. * Strong time management skills. * Strong oral and written communication skills, showing understanding of business drivers and priorities. * Very good knowledge of software development | * Comprehensive test scenarios produced, ensuring maximum coverage of common scenarios, aligned with cross-team dependencies. * Team observes strong practices wrt bug logging and management, and test maintenance. * Excellent relationships with team members and senior stakeholders that drive smooth project execution. * Delivers to plan as estimated * Minimal issues raised to board affecting project timelines * Provides insight to the quality of the product and suggests best course of action to mitigate problems and risks. * Pragmatic team decision making based on awareness of priorities and timelines. * Develops own skills year on year. * Can demonstrate product(s) * Proactively shares knowledge with team members which results in progression of junior team members. * Makes suggestions for continuous improvement and owns and completes improvement initiatives. |

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| **Title: Senior QA Engineer II (Project Lead)** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  This role has people and project responsibilities, and expects a competent people manager who is driving career development and testing excellence through very good business awareness and organization.   * Evaluates application requirements and design documents, working closely with systems engineers and architects to drive the test strategy for projects, to include functional and non-functional testing. * Works with team, including Product Management and dev to provide estimates and resource plans for projects that optimise release plans and deliverables, applying risk based testing practices. * Develops master test / implementation plans for complex multi-application projects and provides coordination across teams and sites where applicable. * Drives the implementation of the QA plan for the project in conjunction with sprint activities, providing progress reporting and escalation and proactive management/resolution of issues. * Provides line management for team of QA assigned to project, including objective setting, development and appraisal of those people. * Proactively drives and implements ongoing process improvement initiatives across departments. * Establishes and negotiates quality objective with stakeholders for a product * Proactively evaluates and implements new methods, tools and technologies to increase test coverage and reduce cost. | Responsible for the QA of complex projects potentially across multiple products, and geographical boundaries with potentially cross product dependencies. | Works under minimal supervision.  Uses product and testing knowledge and internal expert relationships to optimize own performance and drive good levels of quality for the product. Supervises the quality of the work of the project QA team. | * Good knowledge of relevant computing platforms and automated test tools. * Good knowledge and hands on usage of multiple Experian software applications, including business use. * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Strong problem solving and analytical skills. * Excellent time management skills. * Excellent oral and written communication skills. * Strong influencing skills * Strong attention to detail * Good organization skills and able to observe project management principles especially change management and impact assessment * Strong stakeholder management skills * Strong personal leadership and team engagement | * Project test strategy agreed with the business to drive mutually agreed acceptance criteria. * Project is successful with testing plans achieved to the planned timelines. * Good and accurate visibility of QA progress and issues to the project board. * Good level of quality achieved for the release. * Strong relationships with the project team and board fostering cooperation and mutual compromise. * Monitoring and feedback to team to achieve their performance targets. * New ideas and ways of working are introduced to the QA team * High personal credibility * High level of insight provided to the business on the software quality and quality risks. |

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| **Title: Senior QA Engineer II (Technical Lead)** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions  This role has technical and testing expertise as its core responsibilities, and expects a competent technical and people leader who is driving test strategy and operational excellence through very good business and technical awareness.   * Responsible for defining the overall testing vision of a solution and for transforming that vision through execution into the solution. * Responsible for production of product or solution test harness design that meet business requirements and communication of this design with all teams * Responsible for reviewing product or solution wide test strategy, performance testing, test harness to ensure vision and quality criteria are met. * Responsible for developing effective and efficient automation or performance testing strategies and plans and their synchronization with stakeholders * Surveys the landscape and market for test solution insights, direction, vendors and methodologies to make the best possible test designs decision. * Drives and owns improvement initiatives within QA and GSG * Provide work guidance and mentorship to QA engineers as a matter of course * Proactively monitors industry changes and new tools and practices and evaluates benefits for Experian. | Works on complex problems of diverse scope.  Able to apply flexibility to working practices and processes to solve problems and drive results by understanding and mitigating business impact.  Utilises contacts and relationships to enhance own performance and knowledge. | Works under minimal supervision.  May determine methods and procedures on new assignments and provides support and knowledge to team members. | * Very good knowledge of relevant computing platforms and automated test tools. * Strong knowledge and hands on usage of at least 2 Experian software applications, including business use (can demonstrate). * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Strong problem solving and analytical skills. * Good time management skills. * Very good oral and written communication skills. * Strong influencing skills * Good attention to detail * Demonstrated implementation of company and department standards * Strong knowledge or experience in creating test harnesses * Strong knowledge or experience in performance testing and/or automation * Good knowledge of software development | * Comprehensive test scenarios produced, ensuring maximum coverage of common scenarios. * Well documented bug logs with good supporting information. * Up-to-date and accurate bug log management. * Up-to-date and accurate test management * Great relationships with team members and senior stakeholders * Delivers to plan as estimated * Minimal issues raised to board affecting project timelines * Provides insight to the quality of the product * Owns own development * Can demonstrate product(s) * Proactively shares knowledge with team members which results in progression of junior team members. * Makes suggestions for continuous improvement and owns and completes improvement initiatives. * Implementation of new practices and tools that keep Experian up with the market place. |

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| **Title: QA Manager** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions   * Evaluates QA requirements for complex and multiple projects, directing workstream QA leads and architects to define the test strategy for each. * Manages multiple workstreams or projects of QA work, ensuring that QA leads observe standard process, planning, dependency management and communication to the business. * Manages the implementation and use of various types of testing cycle:   + Functional testing   + Integration testing   + Non-functional testing   + Performance testing   + Systems testing etc * Develops master test / implementation plans across workstreams / projects and provides coordination across teams and sites where applicable. * Manages the creation, deployment, and strategic use of department test environments. * Supports QA management on special projects and proposals. * Provides line management where necessary for team of QA assigned to project, including objective setting, development and appraisal of those people. * Assists in recruitment of high calibre team members. * Owns own development to maintain technology expertise, keeping current with evolving quality testing techniques. | Able to take on any complex QA requirement across projects / workstreams and organize and implement effectively, providing leadership to the QA teams involved and in collaboration with the business and the respective dev teams. Solves complex challenges and implements effective solutions. | Able to establish own work in discussion with business requirements.  Acts independently to determine methods and procedures on new assignments and drives/steers the activities of other team leads. | * Excellent knowledge of relevant computing platforms and automated test tools. * Able to quickly gain good knowledge on the usage of multiple Experian software applications, including business use. * Strong knowledge of Quality Assurance methodologies, including automation and performance testing and other specialist areas. * Strong problem solving and analytical skills, with proactive desire to unblock issues that restrict progress. * Good time management skills. * Excellent oral and written communication skills. Proactive in providing the business with information it needs to act on. * Excellent influencing skills * Excellent organization skills and able to observe basic project management principles especially change management and impact assessment * Good stakeholder management skills | * Successful projects implemented with testing plans managed and delivered to the planned timelines. * Seen as a ‘go-to’ and expert on QA practices * Seen as a ‘go-to’ and central point of contact for QA for complex multi-stream projects. * Good and accurate insight and visibility of QA progress and issues to the project board, at a strategic level. * Good level of quality achieved for the release. * Strong relationships with the project leads and board fostering cooperation and mutual compromise. * Monitoring and feedback to team to achieve their performance targets. * New ideas and ways of working are introduced to the QA team * Motivated and high performing team. * Good hires in place. |

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| **Title: QA Architect – to revise** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions   * Plan and set a technical direction for all technical related testing activities include performance, security, low level testing, automation and others for global QA team. * Manage the implementation of overall testing infrastructure (test bed/environment) to help support carry out necessary validation test requirements from project stakeholder. * Responsibility for development project meeting and validating the set architecture objective. * Provide strong technical influences on system architecture to help project meeting the required quality measurement. * Undertake technical architecture review and regular discussion with development & architecture team. * Must be able to manage multiple projects being developed in parallel. * Strong focus on test automation creation include functional and performance. * Able to provide in depth technical analysis with improvement suggestion and best practice on test result/findings. * Contribute to product design to ensure testability and robustness of products and features * Introduce new and innovate on current test technologies and methodologies resulting in improved product quality and/or reduced development cycle | Works on complex problems using broad precedent, related practices, and general methods of the field to obtain results. | Works under minimal supervision.  May determine methods and procedures on new assignments and may provide guidance to lower level personnel. | * Expert knowledge of relevant computing platforms and legacy products. * Expert knowledge of multiple department applications, subsystems, and functions. * Expert knowledge of company and department standards. * Expert knowledge of Quality Assurance methodologies. * Expert knowledge of relevant technical technology implementation within the organization. * Expert knowledge in test automation implementation. * Expert knowledge in performance testing execution. * Expert problem solving and analytical skills. * Expert level oral and written communication skills. * Expert  time management skill * Expert change control skill | * Corporate and department training record * Record of execution of test plans and cases * Communication of technical test plan, strategy and risks adequate * Manage Continual improvement, ensure project KPI's are defined, measured, monitored and actions implemented for any identified gap * Establish required test automation implementation include test bed setup, automation framework implementation(functional and performance) * Analyze quality information (audit results, process / product non-conformities, feedback etc.) and identify corrective and preventive actions * Conduct management review of the quality management system and monitor implementation of management review actions * Preparation of project quality plan with details on quality practices, resources and sequence of activities relevant to a particular project * Provide visibility to project stakeholder on all technical related test strategy and test plan. |

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| **Title: Senior QA Architect – to revise** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions   * Plan and set a technical direction for all technical related testing activities include performance, security, low level testing, automation and others for global QA team. * Manage the implementation of overall testing infrastructure (test bed/environment) to help support carry out necessary validation test requirements from project stakeholder. * Responsibility for development project meeting and validating the set architecture objective. * Provide strong technical influences on system architecture to help project meeting the required quality measurement. * Undertake technical architecture review and regular discussion with development & architecture team. * Must be able to manage multiple projects being developed in parallel. * Strong focus on test automation creation include functional and performance. * Able to provide in depth technical analysis with improvement suggestion and best practice on test result/findings. * Contribute to product design to ensure testability and robustness of products and features * Introduce new and innovate on current test technologies and methodologies resulting in improved product quality and/or reduced development cycle | Works on complex problems using broad precedent, related practices, and general methods of the field to obtain results. | Works under minimal supervision.  May determine methods and procedures on new assignments and may provide guidance to lower level personnel. | * Expert knowledge of relevant computing platforms and legacy products. * Expert knowledge of multiple department applications, subsystems, and functions. * Expert knowledge of company and department standards. * Expert knowledge of Quality Assurance methodologies. * Expert knowledge of relevant technical technology implementation within the organization. * Expert knowledge in test automation implementation. * Expert knowledge in performance testing execution. * Expert problem solving and analytical skills. * Expert level oral and written communication skills. * Expert  time management skill * Expert change control skill | * Corporate and department training record * Record of execution of test plans and cases * Communication of technical test plan, strategy and risks adequate * Manage Continual improvement, ensure project KPI's are defined, measured, monitored and actions implemented for any identified gap * Establish required test automation implementation include test bed setup, automation framework implementation(functional and performance) * Analyze quality information (audit results, process / product non-conformities, feedback etc.) and identify corrective and preventive actions * Conduct management review of the quality management system and monitor implementation of management review actions * Preparation of project quality plan with details on quality practices, resources and sequence of activities relevant to a particular project * Provide visibility to project stakeholder on all technical related test strategy and test plan. |

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| **Title: Senior QA Manager (Country Manager)** | **Complexity** | **Supervision** | **Knowledge / Skills / Abilities** | **Measure of performance** |
| Major Job Functions   * Responsible for the success of QA activities across all projects for which resource is provided. * Provides leadership to the local team to ensure objectives are clear, high performance is achieved, engagement is high and people develop. * Works with local HR to establish hiring strategy, including recruitment criteria, in line with global QA strategy, and implementation of that strategy to bring in good people who enhance the skills and reputation of the team. * Responsible for local budget preparation, including people, travel, kit, and training, and regular monitoring and management of that budget. * Takes the lead to recommend new tools and processes required to enhance the QA service and team efficiency. * Supports QA leads/QA Manager/QA architects to drive excellence in QA practices, scope of testing, and team management, adding value to all projects in which we participate. * Responsible for sourcing & managing internal/external QA resources where required to supplement project QA resource. * Strong and productive relationships with key stakeholders including GSG management, SPM and delivery so that their expectations and success criteria are known and driven into the QA organisation. * Influences across the senior leadership team to understand complex issues and to get buy-in to proposals and solutions. * Seen as a credible leader in GSG, having input to global QA strategy and driving its implementation locally. * Develops brand image of the local QA team in the wider market place. * Member of local leadership team, driving local office action plans and ensuring local policies and market issues are managed | Cross project, cross site, cross functional complexities, with new QA challenges.  Anticipates potential problems and future trends, assesses opportunities, impacts, and risks. Develops and implements solutions in collaboration with GSG management team. | Works under general direction.  Acts independently to determine methods and procedures on new assignments and may provide supervision as required to support the development of team members. | * Good knowledge of the Experian DA business, the operating model and the business drivers for success. * Good knowledge of the QA tools and processes and the development lifecycle to enable pragmatic decision making. * Good knowledge of the usage of our products in the market place and by our delivery teams. * Strong people leadership skills and ability to set stretching objectives that motivate people and drive high performance. * Good knowledge of company and department policies and standards. * Strong problem solving and analytical skills. * Strong organizational skills to manage own time and deliver reliably on commitments. * Strong and compelling communicator, able to influence at all levels and manage stakeholder expectations. * Good knowledge of the budget process in DA and management of such. * Very strong relationships with key stakeholders that facilitate good working conditions and expectations. | * QA team plan for local office produced, communicated and implemented. * Contribution to achievement of global QA team plan through collaboration with other country QA managers. * Mentoring team to quality engineering best practices and procedures. * Quality ethos perpetuates throughout GSG * HR practices implemented on time and driving a high performing and engaged team. * Strong collaboration of QA team with the rest of the business. * Strong hires on board. * Kit for local QA activities delivers results for the business. * High engagement levels in the local team. |