Job Description - SQM

Main Responsibilities include but are not limited to the following:
This position involves the planning, coordination, execution, and progress reporting of UAT events for small to medium cross-functional projects. This involves cross functional interaction with business teams, UAT testers and the IS&T department to ensure flawless planning and execution of UAT activities. The role also includes issue resolution/ management for all UAT activities and requires the skills to negotiate through tight deadlines and demands from competing parties. The ability to gain alignment by proactive partnering with all levels across both the Business & IS&T communities is a key to success.

In addition, ability to develop automation through SAP Worksoft, Selenium and other leading edge automation technology.

High level capabilities needed for this role include the following:

Project Management
- Works with PMs to understand the project scope and functionality to be tested
- Establishes a timeline to deliver UAT in line with major project milestones
- Estimates resource requirements to complete UAT
- Identifies Risks and appropriate mitigation plans for UAT
- Manages to deadlines and competing demands
- Utilises analytical skills to investigate and drive issues found in UAT activities

UAT Coordination
- Lead cross functional teams on User Acceptance Testing or support other UAT PMs
- Works with Global UAT manager, regional PM and IS&T teams to ensure realistic UAT plans are in place
- Presents UAT procedures to Business Groups and Project Teams
- Create UAT project plan for preparation and execution.
- Drives UAT planning meetings and activities
- Responsible for gathering scenarios, script writing facilitation and availability of master data & test environment
- Responsible for communicating system impacts on UAT schedules
- Responsible for working with Project Manager to get correct scripts updated by Business prior to UAT
- Responsible for setting up test tracking tool for each UAT
- Responsible for ensuring the UAT environments, and required data setup are available to support testing
- Responsible for UAT Status Reporting (Major Projects)
- Host triage calls across regions, functions and IT teams
- Responsible for managing issue escalations within IS&T or Business teams to allow testing to continue
- Responsible for reporting progress status on UAT activities and issues to the project team and management
- Drives technical root cause analysis across multiple systems and ensures issue resolution
- Coordinates with PM and IS&T to identify and workaround system updates and test system outages

- Resolve issues & complete UAT on time
- Builds strong working relationships within regional and global teams
- Communicates consistently with customers to ensure a quality product or service is delivered
- Must be an effective communicator and be able to work efficiently with multiple business groups

Master Data Management
- Fulfilling master data needs of all Capital and Non-Capital funded User Acceptance Testing (UATs) running in parallel.

Test Automation
- Experience with SAP - Worksoft, Selenium and other industry leading edge automation tools

Technical skills
- Must have a good working knowledge of database and CRM systems, SAP functional experience preferred
- Ability to analyse and understand business data/processes in relation to Business projects
- Ability to develop a good understanding of AppleCare Business models and processes, service models, and IS&T and MDM processes
- Technical mindset, able to understand systems and database architecture

Experience/Education/Skills:
- 4-5 years business experience
- Comfortable managing multiple efforts simultaneously
- Excellent organisational and documentation skills
- Proven ability to manage to deadlines and proactively driving teams to meet established milestones
- Excellent listening, communication, leadership and presentation skills
- Experience with Software Development Lifecycle beneficial
- Project Management experience beneficial
- Bachelor's Degree or equivalent preferred