EQA – QA LEAD

QUALITY ASSURANCE LEAD

To Lead the Test Implementation in accordance with the agreed Quality Assurance principles and standards in order to manage the Product risk and inter-dependencies during the Product Life cycle. Ensure alignment across Business Analysis, Development, Quality Assurance and Environment to optimise the testing efficiencies across the Product delivery stack. Ensure team effectiveness and healthy team dynamics.

KEY RESPONSIBILITIES*

Support achievement of the Banks strategy and drive a culture that pursues excellence and quality

Support the achievement of the business strategy, objectives and values.

Build a deep understanding of the business need in order to contribute to the ongoing value proposition.

Seek ongoing improvements in technical capabilities.

Encourage continuous learning and questioning of the business and technology.

Mentor the Engineers within the team to improve their technical capabilities.

Ensure the team dynamics are healthy (coaching and mentoring, assist with decision making, encourage self-organisation and assist with prioritisation).

Reinforce Radical Collaboration, Agile and DevOps nWoW Philosophies in leading and managing the Quality Assurance practice.

Liaise with Stakeholders across Group Technology to build a network that will align to nWoW.

Collaborate with Peers and industry experts to understand technical advances and its application within the Nedbank eco-system.

Participate in the sprint planning, and success criteria per story/epic.

Facilitate the daily stand-up where necessary and manage the issues raised by the Software Quality & Test Engineers and remove any blockers.

Participate in the retrospective reviews and seek efficiencies which will ensure quicker delivery with high quality to our client(s).

Communicate the Product risk to the Product Owner, Scrum Master & Chapter Lead and highlight any mitigating factors.

Drive rigour into Quality Assurance practices across the Bank:

Encourage the Software Quality Engineers to collaborate across team to ensure efficient implementation of Product and ensure automation governance is adhered to by all.

Facilitate the handover of QA deliverables for all testing phases.

Review and ensure all QA artefacts are stored centrally.

Work with the Enterprise Quality Assurance Chapter Lead on the metrics and reporting to communicate testing status.

Ensure the QA deliverables produced aligned to the test approach.

Ensure the defect management process is adhered to by the Software Quality & Test Engineers and where necessary chair the defect triage sessions.

Produce a closeout report and monitor product health in production for 2 weeks to ensure any issues are referenced in the report for completeness.

Review and prioritise all issues raised by the Software Quality & Test Engineers.

Work with the Enterprise Quality Assurance Chapter Lead on the metrics and reporting to communicate testing status.

Ensure the QA deliverables produced aligned to the test approach.

Encourage the Software Quality & Test Engineers to collaborate across team to ensure efficient implementation of Product and ensure automation governance is adhered to by all.

Facilitate the handover of QA deliverables for all testing phases.

Review and ensure all QA artefacts are stored centrally.

Allow for and encourage significant investment in the end-to-end QA design.

Encourage Peer reviews of the QA artefacts.

Quality Assurance Lead

AGILE DEVELOPMENT
Critical Thinking; Systems Evaluation; Monitoring; Quality Control; Analysis; Programming; Operations Analysis; Complex Problem Solving; Systems Analysis; Active Learning; Coordination; Technology Design; Engineering and Technology; Organising; Planning, and Prioritising Work; Analysing Data or Information; Thinking Creatively; Scheduling Work and Activities; Coordinating the Work and Activities of Others

- Lean Software Development - knowledge of this Agile framework and its core principles to remove excess from projects to provide work with business value.
- Kanban Development - understanding of the principles of this Agile framework and its core practices used to visualise and revise work as it is being developed.
- Extreme Programming - understanding of the values and principles of Agile Extreme Programming (Agile XP) and knowledge of the Agile XP core practices.

INTERACT WITH VARIOUS LEVELS OF MANAGEMENT
Benchmark skills: Face-to-Face Discussions; Work With Work Group or Team; Active Listening; Judgment and Decision Making; Speaking; Coordination; Social Perceptiveness; Instructing; Service Orientation; Establishing and Maintaining Interpersonal Relationships; Coaching and Developing Others; Developing and Building Teams; Provide Consultation and Advice to Others; Contact With Others; Coordinate or Lead Others; Relationships

- Engaging with upper and lower levels of management, including stakeholder management, role management, external stakeholder management.

IT SOLUTIONS ARCHITECTURE
Benchmark skills: Systems Evaluation; Monitoring; Quality Control; Analysis; Systems Analysis; Technology Design; Computers and Electronics; Engineering and Technology; Interacting With Computers; Design

- Interpret, design, quality assure software, platform, cloud, anything as a service into an existing environment.

OBJECT ORIENTATION (DEVELOPERS)
Benchmark skills: Systems Evaluation; Programming; Complex Problem Solving; Systems Analysis; Technology Design; Computers and Electronics; Engineering and Technology; Interacting With Computers

- Knowledge of Object Oriented design and programming, focusing on Java.

PLANNING AND ORGANISING
Benchmark skills: Importance of Being Exact or Accurate; Critical Thinking; Monitoring; Complex Problem Solving; Coordination; Organising, Planning, and Prioritising Work; Thinking Creatively; Communicating with Supervisors, Peers, or Subordinates; Making Decisions and Solving Problems; Scheduling Work and Activities; Coordinating the Work and Activities of Others; Developing Objectives and Strategies; Coordinate or Lead Others; Analytical Thinking; Adaptability/Flexibility

- Establishing an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources

PROGRAMMING
Benchmark skills: Systems Evaluation; Programming; Complex; Problem Solving; Systems Analysis; Technology Design; Computers and Electronics; Engineering and Technology; Interacting With Computers

- Computer Programming Skills are the skills which are required to program according to given constraints and satisfying all test cases with optimal space and time

ROLE RELEVANT TECHNOLOGIES
Benchmark skills: Systems Evaluation; Systems Analysis; Active Learning; Troubleshooting; Technology Design; Computers and Electronics; Engineering and Technology; Interacting With Computers; Getting Information; Education and Training

- Experience and exposure of tools like Cucumber, Jbehave, Selenium, Appium, Soap UI, Jira: Basic to Intermediate.
- Soap and RESTFUL services
- Service Certifications and use of hyper-converged infrastructure: Basic
- Performance and load testing

TESTING PRINCIPLES
Benchmark skills: Reading Comprehension; Critical Thinking; Systems Evaluation; Quality Control Analysis; Operations Analysis; Troubleshooting; Engineering and Technology; Selective Attention; Interacting With Computers

- Knowledge of the system and interface testing principles and processes, including testing, reporting, case management, results management.

ADAPTABILITY
Work With Work Group or Team; Critical Thinking; Monitoring; Complex Problem Solving; Active Learning; Time Management; Learning Strategies; Technology Design; Category Flexibility; Originality; Thinking Creatively Monitor Processes, Materials, or Surroundings; Coaching and Developing Others; Developing and Building Teams; Provide Consultation and Advice to Others; Analytical Thinking; Adaptability/Flexibility; Relationships; Cooperation; Stress Tolerance

- Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture)
- Adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.

DECISION MAKING
Active Listening; Critical Thinking; Judgment and Decision Making; Complex Problem Solving; Mathematics; Deductive Reasoning; Inductive Reasoning; Mathematical Reasoning; Making Decisions and Solving Problems; Time Pressure; Analytical Thinking

- Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information
- Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions
- Taking action that is consistent with available facts and constraints and optimises probable consequences.

EMOTIONAL INTELLIGENCE ESSENTIALS
Benchmark skills: Work With Work Group or Team; Active Listening; Social; Perceptiveness; Service Orientation; Problem Sensitivity; Communicating with Supervisors; Peers, or Subordinates; Establishing and Maintaining Interpersonal Relationships; Coaching and Developing Others; Developing and Building Teams; Provide Consultation and Advice to Others; Training and Teaching Others; Contact With Others; Coordinate or Lead Others; Frequency of Conflict Situations; Working Conditions; Support; Relationships; Stress; Tolerance; Psychology; Personnel and Human Resources; Resolving Conflicts and Negotiating with Others

- Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behaviour
- Leveraging insights to effectively manage own responses so that one's behaviour matches one's values and delivers intended results.

INFLUENCING
Benchmark skills: Instructing; Persuasion; Persistence; Selling or Influencing Others; Leadership

- Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes..

QUALITY ORIENTATION
Benchmark skills: Reading Comprehension; Critical Thinking; Systems Evaluation; Monitoring; Quality Control Analysis; Operations Analysis; Systems Analysis; Monitor; Processes, Materials, or Surroundings; Judging the Qualities of Things, Services, or People; Investigative; Attention to Detail; Operation Monitoring

- Accomplishing tasks by considering all areas involved, no matter how small
- Showing concern for all aspects of the job
- Accurately checking processes and tasks
- Being watchful over a period of time. .

TECHNICAL/PROFESSIONAL KNOWLEDGE AND SKILLS
Benchmark skills: Reading Comprehension; Active Listening; Critical Thinking; Complex; Problem Solving; Deductive Reasoning; Inductive Reasoning; Updating and Using Relevant; Knowledge; Thinking Creatively; Investigative

- Having achieved a satisfactory level of technical, functional, and/or professional skill or knowledge in position-related areas
- Keeping up with current developments and trends in areas of expertise
- Leveraging expert knowledge to accomplish results.
- Experience of implementing QA solutions within a continuous integration and continuous delivery pipeline