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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – Quality assurance manager** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Strategy and Governance | | | | | |
| **Sub-track** | Quality Management | | | | | |
| **Occupation** | Quality Specialist | | | | | |
| **Job Role** | **Quality Assurance Manager** | | | | | |
| **Job Role Description** | The Quality Assurance Manager manages the conduct of various quality assurance tests and analyses to ensure that the product meets or exceeds specified quality standards and end-user requirements. He/She determines quality assurance testing objectives and reviews test plans to ensure alignment of quality testing governance framework and standards. He ensures that system tests are completed, documented and all problems are resolved before release to users. He anticipates internal and/or external business challenges and/or regulatory issues, and recommends process, product or service improvements. He may lead projects or project steps within a broader project or have accountability for ongoing activities or objectives.  He works in a team setting and is proficient in programming languages required by the organisation. He is familiar with international quality standards and processes, as well as applicable test automation tools.  The Quality Assurance Manager champions high service standards in ensuring products are issue-free and is methodical in performing quality assurance testing, anticipating problems and resolving issues that occur. He is able to apply knowledge from multiple disciplines to develop innovative improvement solutions, and communicates his improvement recommendations effectively. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| Develop plans to execute quality testing | Evaluate user requirements, product specifications and intended outcomes | | | | |
| Determine quality testing objectives, assumptions and hypotheses based on features to be tested and design specifications | | | | |
| Determine timelines, test environment, tools and approaches required, work allocation and responsibilities in quality testing | | | | |
| Review test plans and make refinements to ensure robustness of testing | | | | |
| Review test scenarios for compliance with established testing procedures and guidelines | | | | |
| Perform quality testing | Oversee the conduct of quality assurance tests to validate fulfilment of product design requirements and specifications | | | | |
| Evaluate findings from quality assurance testing to validate achievement of quality standards and product functionalities based on design requirements and specifications | | | | |
| Manage investigation into quality issues for resolution | | | | |
| Recommend solutions to address quality issues | | | | |
| Validate resolution of quality issues | | | | |
| Develop reports documenting quality testing outcomes for the relevant development teams | | | | |
| Manage the automation of quality assurance testing for suitable types of tests | | | | |
| Review final products to ensure adherence to quality standards | | | | |
| Optimise quality processes | Evaluate the efficiency of existing quality assurance processes | | | | |
| Review recommendations to optimise quality assurance testing processes | | | | |
| Assess new quality assurance testing processes for implementation | | | | |
| Manage people and organisation | Manage the budget expenditure and allocation across teams and projects | | | | |
| Monitor and track the team’s achievements and key performance indicators | | | | |
| Propose new operational plans, including targeted budgets, work allocations and staff forecasts | | | | |
| Acquire, allocate and optimise the use of resources | | | | |
| Develop learning roadmaps to support the professional development of the team | | | | |
| Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual | | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | |
| Applications Development | | Level 4 | Global Mindset | | Intermediate |
| Budgeting | | Level 4 | Service Orientation | | Intermediate |
| Business Agility | | Level 4 | Computational Thinking | | Intermediate |
| Business Needs Analysis | | Level 4 | Decision Making | | Advanced |
| Business Performance Management | | Level 4 | Resource Management | | Intermediate |
| Configuration Tracking | | Level 3 |  | | |
| Learning and Development | | Level 5 |
| Manpower Planning | | Level 4 |
| Networking | | Level 4 |
| Partnership Management | | Level 4 |
| People and Performance Management | | Level 4 |
| Performance Management | | Level 4 |
| Problem Management | | Level 4 |
| Process Improvement and Optimisation | | Level 4 |
| Project Management | | Level 4 |
| Quality Assurance | | Level 4 |
| Quality Engineering | | Level 4 |
| Quality Standards | | Level 5 |
| Software Design | | Level 4 |
| Software Testing | | Level 4 |
| Stakeholder Management | | Level 4 |
| Strategy Implementation | | Level 4 |
| Strategy Planning | | Level 4 |
| Test Planning | | Level 4 |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: www.skillsfuture.sg/skills-framework/ict | | | | | |
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| The information contained in this document serves as a guide. | | | | | | |