

## POSITION DESCRIPTION

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<b>Position title:</b>	Quality Assurance Analyst
<b>Location:</b>	Head office
<b>Reports to:</b>	QA Automation Lead
<b>Entities:</b>	GMHBA
<b>Organizational level:</b>	Technical Specialist
<b>Reports:</b>	Nil

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### Job Purpose:

To support the delivery of Core Systems changes and enhancements through the development & execution of test artefacts, delivering quality solutions, and designing and implementing automation test scripts for regression testing of GMHBA's software solutions.

### Accountabilities:

#### Planning and Implementation

- Actively participate in sprint planning meetings and provide input to user story sizing (story points)
- Actively participate in release planning meetings to provide testing status and input to the regression scope
- Contribute to delivery of all aspects of the GMHBA's overall strategic plan and objectives through planning own work and timely attendance to all delegated tasks and functions
- Bring to the attention of your team leader/manager risks and issues that may need to be escalated from time to time
- Collaborate and seek input from team members, specialist functions and others as required, to maximise performance outcomes

#### Quality Assurance – Key Responsibilities

- Create test plans and test cases for ITSG Core Systems software changes and releases
- Execute functional and regression testing of ITSG Core System's solutions such as Dynamics CRM, HAMBS, Member Area and Sales portal
- Execute API testing through Postman
- Work closely with business analysts and key business stakeholders to help refine testing requirements and user story acceptance criteria
- Work closely with development teams to identify and remediate defects
- Manage QA outcomes and feedback through to developers and stakeholders

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- Identify functional test cases that will be incorporated into Regression test case repository
- Implement a Test Automation Framework and create Automated test scripts working closely with the QA Automation lead
- Participate in troubleshooting of incidents and problems reported in Service Now

### **Regulatory & Reporting**

- Ensure compliance with the Company's Delegated Authorities, Business Plan, Policies and Standards
- Support company audit processes and make recommendations as required
- Keep up to date with regulatory trends and changes and actively participate in training and update type activities
- Prepare information and reports for management as required.

### **Stakeholders & Advice**

- Provide advice, share knowledge and identified solutions/wins with others to facilitate strong team performance
- Maintain positive and constructive relationships with internal and external stakeholders.
- Ensure visibility of progress and prioritisation of relevant deliverables back to key stakeholders & teams
- Maintain currency of industry and IT solution trends and changes through relevant research or forum participation

### **Other**

- Uphold the company values, culture and performance standards
- Participate in the roll-out of business change programs designed to strengthen GMHBA's performance
- Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
- It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
- The accountabilities described within may be altered in accordance with the changing requirements of the role.

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## Key Relationships:

### Internal:

- ITSG team
- Digital team
- Continuous improvement team
- Service Desk
- Business analysts/Product owners
- Operations team

### External:

- External consultants
- Vendors

## Skills, Experience and Qualifications:

### Mandatory

- Minimum 3 years' experience in software testing
- Strong attention to detail
- Experience working in an Agile environment, and in close collaboration with developers and end-users
- Strong understanding of testing frameworks and the SDLC
- Experience performing system, integration, and regression testing
- A commitment to work in a highly dynamic business environment
- Experience in developing and maintaining test cases via test case management software, e.g.: TestRail
- Experience working with defect management tools, e.g. Azure Devops, JIRA
- Experience in automated testing and scripting tools, e.g. Selenium, Protractor
- Experience with API testing and API automation, e.g. Postman
- Experience working with databases, tables and stored procedures. e.g. SQL Server
- Excellent communication and documentation skills

### Highly desirable

- Private Health Insurance industry experience
- Experience in implementing automation testing frameworks
- Experience with CI/CD pipelines e.g. Azure Devops, Bamboo, TeamCity
- Experience with scripting tools, e.g. C#, Javascript, Bash, Python
- ISTQB certification

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