Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Test Analyst

Department/Division: DTS   **Accountable to: Test and QA Manager**

Job Summary
Test Analyst is responsible for providing technical test and QA services for the division, along with contributing to implementing an organisational test approach and Community of Practise.

The Test Analyst will be involved in…

- Working with the Test and QA Manager to define a divisional-wide test strategy
- Working within the Solutions group to define the approach to testing
- Delivering key components needed to implement the testing approach
- Designing and implementing processes for testing across the Data and Technology division
- Contributing to the Community of Practise for testing and quality assurance
- Delivering a 'shift left testing' approach to ensure early testing opportunities
- Providing training and advice to colleagues within Data and Technology and into the School
- Working with the Test and QA Manager to evangelise the testing function where it doesn't previous exist or needs improving

They will also work with project teams to ensure that testing is carried out according to divisional processes and that delivery meets pre-agreed levels.

Duties and Responsibilities

Knowledge and Experience
- To be able contribute to the establishment of a divisional-wide test strategy and to be able to implement the method and approach as a product of that
- To be practised in implementing testing standards across a division, along with contributing to creating and maintaining a Community of Practise
- To be experienced in technical test analysis, with a focus on Unit Testing and User Acceptance Testing
- To be practised in Testing and Quality Assurance practices and methodologies.
- To be experienced in providing Test and QA training and advice to colleagues
- To have a comprehensive knowledge of ICT relevant to software testing and quality assurance.
- It's desirable to have an understanding of applying 'left side testing' into technical teams.
- It's desirable to be ISTQB Certified Tester accredited.

Communication
- To work within the Test and QA team to evangelist and communicate Testing and QA processes and practise both within the division and out into the School.
- To update and maintain the Test and QA documents for method and practise.
- To liaise with colleagues in Data and Technology for all aspects of Test and QA.
- To provide training and advice to colleagues within Data and Technology and into the School
- To ensure that the Community of Practise documents are made visible to all authorised stakeholders throughout Data and Technology, the BIU and the School.

Teamwork and Motivation
- To actively contribute to the management of Data and Technology through leadership or membership of appropriate working groups and project teams as required.
- To work as part of a team, supporting other team members and liaising with colleagues in Data and Technology and elsewhere in the School, where necessary.
- To take part in arranged training and team meetings.

Liaising and Networking
- To liaise with colleagues in Data and Technology in reply to enquiries on the Test and QA methods, with special regard to Unit Testing and User Acceptance Testing
- Build and maintain effective working relationships with colleagues in Data and Technology, other Business and ICT managers and other departments for the mutual exchange of information, in order to embed and improve testing approaches and methods.
- To ensure that the Community of Practise documents are kept up-to-date and visible.
- Build and maintain relationships with external suppliers, consultants, sector partners and community peers to obtain knowledge of products, services and information relating to the delivery of Data and Technology services to the School.
- Ensure positive and proactive relationships between Data and Technology and colleagues across the LSE.

Service Delivery
- To act as a supportive and proactive member of the Test and QA team, supporting the Test and QA Manager in providing an optimal test service.
- To ensure the effective operation and provision of Testing and QA to meet agreed objectives.
- To participate in the analysis and development of requirements and specifications for IT projects, often in liaison with the BIU and utilising their processes.
- To assist with the recovery of systems in the event of major incidents.
- To prepare or assist in the preparation of IT projects to be put before School IT governance bodies.

Planning and Organising Resources
- To organise own workload in order to meet agreed deadlines.
- To work closely with the Security and Risk group in the understanding of security principles and its effect or alignment into the testing processes.
- To consider future industry trends and technologies in relation to advising on their bearing to the strategic plans the direction of Data and Technology and the School.
- Become familiar with relevant School IT-related procedures and policies (for example GDPR).

Initiative and Problem Solving
- To troubleshoot and resolve problems as they arise, for example, liaising with colleagues to resolve inaccuracies with documented methods and scripts.
- To support the Test and QA Manager in identifying and implementing methods of optimise the Test and QA services.

- Through contacts in other departments, develop and maintain an awareness of projects and activities across the School that require and/or impact on the delivery of Test and QA.
- To anticipate problems that could seriously compromise the success of business critical IT projects and to take the initiative to identify potential solutions, taking into account strategic implications of proposed solutions.
- Identify and contribute to resolving complex, technical, and sometimes new problems with the functionality of applications and services.
- To act as the focal point of technical expertise for Test and QA, being able to resolve complex technical issues and develop innovative solutions to problems.

Investigation, Analysis and Research
- To maintain a high degree of expertise and to stay up to date with technical, industry, legislative, and other developments involving Testing and Quality Assurance.
- To maintain awareness of new and emerging technologies and to develop such skills and knowledge as are required to evaluate, introduce, and develop new technologies to support the strategic plans of Data and Technology and the School.
- To identify relevant risks and ensure that these are recorded and managed appropriately.
- To effectively maintain expertise in technologies deployed at the School through on-going evaluation, testing and research, working with vendors and external sources of information where appropriate.
- To advise the Test and QA Manager on suitable products within the commercial market place to meet identified needs, to identify gaps that the commercial marketplace cannot fill, and to offer alternative solutions to a market approach as needed.
- To advise the Test and QA Manager on the relevance and suitability of new and emerging technical and operational standards to Data and Technology.
- To share knowledge and experience with peers in and outside of the academic community through regular attendance or presentations at relevant events and conferences.
- To participate in special projects and initiatives appropriate to the academic mission of the School, including involvement in relevant partnership projects both internally and externally.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.