



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title: Test Analyst**

**Department/Division: DTS**

**Accountable to: Head of Design and Build**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	• 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	E
	• To be practised in implementing testing standards across a division, along with contributing to creating and maintaining a Community of Practice	E
	• To be experienced in technical test analysis, with a focus on Unit Testing and User Acceptance Testing	E
	• To be practised in Testing and Quality Assurance practices and methodologies.	E
	• To be experienced in providing Test and QA training and advice to colleagues	E
	• To have a comprehensive knowledge of ICT relevant to software testing and quality assurance.	D
	• It's desirable to have an understanding of applying 'left side testing' into technical teams.	D
	• It's desirable to be ISTQB Certified Tester accredited.	
<b>Communication</b>	• Excellent communication skills with a good command of the English language both orally and in writing.	E
	• Excellent face to face and telephone manner and able to support and empathise with users of the services	E
	• Act in a fair and respectful way in dealing with others including active listening to people's concerns and issues.	E
	• Confidently handle challenging conversations or situations and can support others in the process.	E
	• Listen to, understand, respect and accept the value of different views, ideas and ways of working	E
<b>Teamwork, Motivation and Development</b>	• High degree of enthusiasm for delivering the work of the department	E



	<ul style="list-style-type: none"> <li>• Understands purpose of role and how that contributes to the work of the team</li> <li>• Calm under pressure and able to ask for support when needed.</li> <li>• Open to taking on new roles and is enthusiastic about the role.</li> </ul>	E E E
<b>Liaison and Networking</b>	<ul style="list-style-type: none"> <li>• Get to know colleagues across the division and understand how the team operates</li> <li>• Experience of sharing knowledge and experience with others openly and effectively.</li> </ul>	E E
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Demonstrable customer focused attitude including evidence of responding to customer requirements and dealing with complex enquiries.</li> <li>• Ability to prioritise and co-ordinate resources to ensure effective service delivery standards are maintained.</li> <li>• Experience of working with best-practice Change and Release Management processes.</li> <li>• Knowledge of service level definitions and evidence of effective monitoring of service standards.</li> </ul>	E E E E
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• Able to plan own work and deliver effective, agreed outcomes at pace. Follows processes efficiently</li> <li>• Can identify process improvement and articulate benefits of improvement.</li> </ul>	E E
<b>Initiative and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Ability to operate independently and resolve unexpected situations.</li> <li>• Ability to identify where improvements to process can be made</li> <li>• Seeks understand where process is mandatory and where opportunities to vary exist.</li> <li>• Seek help when needed to complete own work effectively</li> <li>• Can gather information independently</li> </ul>	E E E E E

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**