Job Description

Job title	Digital Business & Test Analyst
School/Service	Digital & Technical Services
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 6
FTE	37 hours per week/ 1.0 FTE
Date prepared	July 2022

Job Purpose

Responsible for the design, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. Testing includes the process of engineering, using and maintaining test ware (test cases, test scripts, test reports, test plans, etc.) to measure and improve the quality of systems and applications deployment. Responsible for the identification and documentation of business requirements that specify the functional and non-functional outcomes of software developments. Those consistent, clear and detailed business requirements will support technology change programmes, analysing key processes and producing clear, accurate, agreed documentation.

The role will also investigate operational requirements of new or changed processes, through uncovering, discussing and challenging client requirements, and then document those requirements in the form of a comprehensive specification. Working iteratively with stakeholders, to identify potential benefits and available options for consideration, and define acceptance tests.

Relationships

Reporting to: Digital Transformation Manager

Responsible for: No line management responsibility

Main Activities

- Reviews requirements and specifications and defines test conditions.

- Analyses test requirements, designs and builds test case suites, test scripts, and test procedures, with expected results.

- Interprets and executes sets of moderately complex test scripts using agreed methods and standards, recording and reporting outcomes.

- Checks test results, and documents test failures and successes compared with pre-determined criteria, in accordance with agreed standards.

- Analyses and reports test results to other colleagues in a clear and concise manner. Identifies and reports issues and risks associated with own work.

- Uses normal operating facilities, test scripts, diagnostic tools, technical manuals and systems documentation to identify, diagnose and report on basic system errors.

- Prioritises sets of tests in order to carry out those most important within a limited timebox.

- Records explicit details of failing test cases, such that delivery teams can understand and reproduce issues found

- Collects and collates evidence as part of formally conducted and planned reviews of information and communications technology applications.

- Examines records as part of specified testing strategies for evidence of conformance with management directives, or the identification of abnormal occurrences.

- Compares records with expectations arising from the standards governing the work.

- Perform Quality Assurance and Testing in an environment of continuous integration practices.

- Engage in exploratory testing of partially completed functionality, understand what a defect is and what has not been implemented yet, and provide constructive feedback to developers.

- Perform accessibility testing to make sure a product or service is easy to use for users with a range of disabilities. Be familiar with a range of assistive technologies and use a variety of accessibility testing methods such as screening, code review and user testing.

- Carry out performance tests to ensure that the service remains stable and responsive at more than the projected volumes of traffic. Consider and test (where applicable) the software running on the site as well as the networks, proxies and caches involved in serving traffic over the internet.

- Undertake operational acceptance tests, such as checking backup/restore facilities, disaster recovery procedures and the arrangements for performing maintenance tasks before releasing your software.

- Test for cross-browser and cross-device compatibility, to ensure that the product is accessible to the widest possible number of users.

- The gathering of requirements through elicitation, validation, prioritisation and documentation of high level and detailed system requirements, both functional and non-functional, using appropriate documentation and modelling techniques (including design thinking)

- Facilitate business process workshops for understanding the client business environment and that analyse, develop, and document end-to-end business processes and document product definitions, stakeholder needs, product features, and corresponding functional specifications.

- Facilitate design thinking workshops to gather evidence-based requirements and develop increasing knowledge and skills around business analysis and customer journey mapping

- Mapping of requirements with existing functionality and identify gaps that require additional configuration or customisation.

- Communicate requirements and other business analysis findings to internal and external team stakeholders.

- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

- To undertake other such responsibilities as may reasonably be required

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

You will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Joanne Burgess, Digital Transformation Manager
j.burgess@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website http://jobs.staffs.ac.uk as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Staffordshire University will use anonymous application forms for this role, however we recognise that applicants may want to include additional information demonstrating their research or publications. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.