

Test Analyst in IT Services (Directorate of Infrastructure)



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Brief summary of the role

Role title:	Test Analyst
Grade:	8 grade
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	Hybrid
Reports to:	Lead Test Analyst
Responsible for:	Insert the roles titles (and how many of each) that this role is responsible for
Work pattern:	Typical office hours: 36.25 hours per week, Monday to Friday
Specific notable requirements for the role:	Not applicable
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

Main purpose of the role

The Test Analyst will support the performance of testing across various platforms and systems to improve the quality of the products delivered by the department. Using an iterative approach this role will incorporate agile testing techniques to demonstrate a satisfactory level of quality has been achieved. They will test functional and non-functional aspect of products and services and support IT colleagues and business users with their testing.

You will champion good practice and continual process improvement, enhancing the service and support colleagues..

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Support the adoption of testing standards, tools, processes, and best practice across IT Services and the wider University.
2. To support the development, implementation and maintenance of efficient and effective test plans. Includes detailed test cases based upon business requirements, functional specifications, source to target mappings, analytic or technical specifications. Assists in the design of test cases, both manual and automated, to cover new functionality being developed.
3. Supports the creation and maintenance of robust automation tests that integrate with our application and infrastructure architecture.
4. Supports the coordination of manual and automated regression testing.
5. Reports and manages defects through to successful resolution. The post-holder will be required to accurately record test findings, in line with agreed procedures and assist in issue fixing and their subsequent testing/re-testing. Provides timely status reports on testing and findings to Team Leaders.
6. Assists in improving the section's quality assurance tools and processes.
7. Works as a member of a cross-functional team who collaborate to build quality products.



8. Carries out compatibility assurance checks as part of the software change & release process.
9. Deputises for the Lead Test Analyst as required.
10. Such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • Educated to degree level in a relevant discipline or substantial experience in related field in lieu of the above
Desirable	<ul style="list-style-type: none"> • Certification in relevant technologies • ITIL Foundation

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • Experience of IT testing • Experience in the design and maintenance of manual test plans • Experienced in the identification of test conditions • Experience of creating fault reports • Experience of Windows application testing
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	<ul style="list-style-type: none"> • Experience of web application testing • Experience of various software testing processes & methodologies • Experience with the software release life cycle and various release methodologies • Proven analytical, planning and execution skills • Takes responsibility and has strong sense of ownership • Results oriented and a commitment to a high quality customer service • Knowledge of customer behaviours, needs and expectations • Ability to work with colleagues to quickly resolve complex problems in the provision of IT services • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support • Software testing principles and concepts • Software testing ecosystems • Test planning
Desirable	<ul style="list-style-type: none"> • Higher Education experience • Applying lean / agile methods.

	<ul style="list-style-type: none"> • Microsoft Azure. • Previous experience of test automation tools. • Experience of SQL Server and/or Oracle. • Experience in one or more of the following languages (C#, .Net, JavaScript). • Cyber-security within application technologies
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Personal attributes

<p>Essential</p>	<ul style="list-style-type: none"> • Proven communication, and presentation skills • Ability to forge effective relationships in a complex matrix management environment • Results oriented, adaptive and decisive • Ability to build trust and display integrity • Ability to work collaboratively and be a key team player • Creative and innovative thinking • Can resolve conflicts and problems • An understanding of the benefits of diversity within an organisation, an appreciation of other cultures;
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the global reach of the University and its international agenda

- Flexible in taking annual leave to avoid key critical periods
- Prepared to do some out of hours work when needed in exchange for compensation or time in lieu

Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.