



Coordinator, Testing and Assurance

Integration Build and Deployment

Position number	00038261
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 6
Reports to	Manager, Solutions Development and Maintenance (Level 8)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

Delivery of Information and Communication Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

The Integration, Build and Deployment Directorate is the functional area responsible for Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance and Data Management in an ICT context. The Directorate has the responsibility for building, integrating and maintaining technical solutions to organisational challenges ensuring that applications, systems and products are appropriately constructed, integrated, interfaced and configured to meet business needs.

The Testing and Assurance function is critical in systems development as it engages the system users in establishing that it is fit for purpose and provides functionality and ease of

use to meet their business needs. This process is based on developing scripts that replicate real work processes and test the solution to meet its defined scope and purpose. Any issues are identified and resolved at this stage to ensure “go live” and transition is smooth.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Develop policies, standards and processes that ensure testing and assurance activities in the Department meet industry best practice and are delivered to specification and the Department’s business needs.
- Develop test plans, test scenarios and test scripts to cover the documented business requirements and manage the population of test plans, test scenarios and test scripts into a test harness.
- Ensure appropriate security and privacy measures are applied to test data used.
- Ensure alignment of third party provider test methodologies and approaches with the Department’s processes and methods as required.
- Ensure appropriate evidentiary trails and records of testing conducted are maintained.
- Lead and coordinate users, providers and developers to ensure that new systems and enhanced existing systems meet defined business needs.
- Coordinate and undertake management of testing and assurance through engagement of users in these processes.
- Undertake research to identify and analyse improved testing and assurance initiatives to address the business needs of the Department and client agencies.
- Provide high order advice to stakeholders in relation to testing and assurance.
- Monitor and report on testing and assurance activities and the outcomes of those activities.

Branch Support

- Contribute to the management of the Branch.
- Assist in ensuring compliance with the Branch’s and Division’s policies, procedures and standards.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder and Liaison

- Engage staff in the processes of testing and assurance and promotes their purpose and importance in the ICT processes.
- Consult with internal and external stakeholders to implement initiatives for business developments and improvements that comply with industrial instruments.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Provide consistent, highly valued ICT communications to stakeholders in a timely, consistent and engaging manner.
- Provide advice and specialist support, as required, to support ICT leaders on Departmental and across Government committees and working parties.
- Maintain a focus on customer service delivery and continuous improvement of services.

- Develop and maintain effective communication links and working relationships within ICT to ensure access to diverse specialist knowledge.
- Represent the Directorate, as required, on internal and external committees and working parties.

Selection criteria

1. Demonstrated well developed skills and experience in a development environment, including testing and assurance initiatives and processes.
2. Demonstrated well developed management, planning and change management skills with the ability to coordinate and deliver strategic outcomes.
3. Demonstrated well developed written, oral and interpersonal communication skills with the ability to build effective relationships and networks and undertake consultations, collaborations and negotiations.
4. Demonstrated well developed conceptual and analytical skills and experience in providing innovative solutions to important problems and issues.
5. Demonstrated well developed skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations, including timeliness.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 10 March 2022
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