



1 Advertisement

Post Title: Test Analyst

School/department: IT Services

Hours: full time or part time hours considered up to a maximum of 1.0 FTE. Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 9483

Salary: starting at £35,333 to £42,155 per annum, pro rata if part time

Placed on: 07 September 2022

Closing date: 26 September 2022. Applications must be received by midnight of the closing date.

Expected Interview date: TBC

Expected start date: ASAP

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton.

With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

As a Test Analyst you will be a key member of the team and play a crucial role in providing system test expertise for our core business systems. Your day to day responsibilities will be testing system developments for existing bespoke business applications as well as new SaaS solutions, which will include integration, end-to-end and user acceptance testing. You will also play a crucial part in making recommendations that will improve efficiency/effectiveness in testing processes and ways of working

Please contact Norman Hills at N.Hills@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The Digital Engagement team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The Strategy and Architecture team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The Infrastructure team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The Operations team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services

3. Job Description

Job Description for the post of: Test Analyst

Department: IT Services

Section/Unit/School: Product Management

Location: Shawcross, University of Brighton

Grade: 7

Responsible to: Testing & Environment Manager

Responsible for: None

Role Description:

Provide system testing for the core business systems. Work on testing system developments for existing bespoke business applications as well as new SaaS solutions, which will include integration, end-to-end and user acceptance testing. Make recommendations that will improve efficiency/effectiveness and in testing processes and ways of working

Principal Accountabilities

1	Work with key stakeholders to critically evaluate data, test systems and processes to identify opportunities to leverage improvements to efficiency and effectiveness.
2	Develop test plans to test identified improvements, where appropriate adhering to University's project governance framework, contribute to initial project plan, including scope, resource plans and costs of testing based on the outcomes from an initial feasibility project. Support the project plan through initial approval.
3	Provide the day-to-day leadership and management of projects, through all aspects of the project life cycle, co-ordinating project members, and liaising closely with the project sponsor.
4	Work with key stakeholders across the institution, manage the key communications for the project, liaising with project team members and internal and external stakeholders.
5	Undertake product selection and procurement activities to ensure the achievement of project objectives, product fit and best value.
6	Coordinate project, service and business readiness activities via a transition plan

Key Responsibilities

Core Professional Services Responsibilities	
1	Identify Opportunities 1.1 Undertake detailed analysis of data, systems and processes, identifying opportunities to leverage improvements to efficiency and effectiveness 1.2 Discuss findings with key stakeholders 1.3 Assess opportunities to maximise impact 1.4 Develop proposals as appropriate to enter project management system 1.5 Research solutions and guide discussions and decisions on best available options 1.6 Initiates and undertakes knowledge transfer to ITS and other colleagues as required.

2	<p>Deliver and Lead the Project Lifecycle</p> <p>2 Within the scope of the project, manage all aspect of the project lifecycle including; scope, timelines, resources, budget, risks and issues, relationships, training and communication</p> <p>2.1 Develop and implement a rigorous planning and ensure it is delivered by appropriate parties</p> <p>2.2 Contributes to the formulations and communication of complex information relating to the delivery and testing of software products to a range of stakeholders who may have conflicting requirements and limited understanding of relevant technical concepts.</p> <p>2.3 Designs, tests and documents new applications and software components, employing advanced and specialist problem solving skills to deliver required outcomes and outputs within project scope dimensions of time, budget and quality.</p> <p>2.4 Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives.</p> <p>2.5 Writes high-quality, test plans compliant with ITS and relevant industry standards and regulations.</p>
3	<p>Project Leadership and Management</p> <p>3.1 Ensure project managed in line with institutions project management methodology</p> <p>3.2 Coordinate project, service and business readiness activities</p> <p>3.3 Work with the project team and project office support colleagues, to deliver the project objectives, delegating, coaching and guiding as needed</p> <p>3.4 Work with stakeholders ensuring delivery to project specification.</p> <p>3.5 Contributes as technical expert in project teams concerned with the testing of systems and services that are critical to key business functions. Uses specialist knowledge and expertise to analyse and present technical options, and advising on recommended approach.</p> <p>3.6 Maintains own up-to-date knowledge of key trends and developments related to enterprise testing processes.</p>
4	<p>Stakeholder Engagement</p> <p>4.1. Identify and manage project dependencies; work closely with business areas to identify priorities and jointly ensure that the most appropriate way is found for the priorities to be met.</p> <p>4.2. Work with stakeholders, providing information and ensuring technical information is understood</p> <p>4.3. Collaborates with Business Analysts and Product Owners to ensure understanding of business requirements.</p> <p>4.4. Collaborates with the IT Helpdesk and development teams to meet the priorities assigned to Service Incidents and supports.</p>
5	<p>Procurement and Contract Management</p>

	<p>5.1. Undertake project procurement activity</p> <p>5.2. Manage supplier contracts connected to the project delivery</p>
<p>To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.</p> <p>This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed</p>	

Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Supports the achievement of targets related to the delivery of a diversity of software products and project outcomes on time and to required quality standards, including applications, components and integrations that enable and underpin critical business functions.
5	The post holder reports to the Testing Manager, working under general direction within a clear framework the post holder will manage their own work to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the ITS Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.	X	
ISEB/ISTQB Testing Foundation Certificate or studying for	X	

	Essential	Desirable
Excellent oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Sound knowledge and experience of working with Business/Systems analyst toolkit. Experience of using test management tools; systems integration testing; and using automated test tools	X	
Highly organised with the ability to manage multiple project streams. Ability to prioritise, delegate and ensure tasks are completed.	X	
Demonstrably strong influencing, negotiating and communications skills with the ability to listen and respond to the needs of a wide range of stakeholders at all levels.	X	
Good interpersonal skills with the ability to quickly build rapport with the ability to effectively influence others in area of expertise, effectively contribute to team working.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.	X	
Up to 3 years previous experience in a test role	X	
Good working knowledge of software appropriate to the role, this includes knowledge of Oracle SQL	X	
Demonstrable understanding of database technologies and methods		X
Ability to create and run test scripts against changes to business systems and defect fixes	X	
A proactive approach to problem solving	X	
Highly organised with the ability to manage multiple project streams. Ability to prioritise, delegate and ensure tasks are completed.	X	
Good knowledge of University business procedures and terminology		X
An understanding of the Data Protection Act and other legislation		X

	Essential	Desirable
Experience of working in a complex business environment in a similar role	X	
Experience of a work flow tool such as Jira ...	X	
Experience of working with Agile delivery practices.	X	
Experience working in a service-oriented environment.		X