

# Role Description

## Senior Test Analyst

Role Description Fields	Details
Cluster	NSW Health
Agency	eHealth NSW
Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 3
Employment Status	<permanent/temporary – full time/part time>
Location	Chatswood or St Leonards
Directorate/Business Unit	
Reports to	<manager's position title>
Roles reporting to	<subordinates' position title>
Position Number (StaffLink)	<Enter information>
Date of Approval	<workforce version control>
Agency website	<a href="http://www.ehealth.nsw.gov.au">www.ehealth.nsw.gov.au</a>

### Primary Purpose of the role

The Senior Test Analyst is responsible for understanding the domain, to plan, develop, coordinate, and execute testing activities and solutions, ensuring the delivery of high-quality ICT / digital systems in accordance with the operational expectations and business requirements.

### About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services across NSW Health. We support a digitally enabled and integrated health system that delivers quality patient-centred health experiences and outcomes to the people of NSW.

Customers' and consumers see eHealth NSW as an organisation with customer centric values, behaviours, and capabilities. We work together to build trust and engage with our customers and share up-to-date understanding of their business needs. We deliver consistent, reliable, and easy-to-use products and services that meet our customers' needs. We share customer feedback and data and use the insights to continually improve our customers' experience.

### Key accountabilities

- Advise on manual test best practice during development ceremonies, provide SME knowledge that influence and guide time estimations, breaking down or sizing manual testing tasks or plans, using relevant techniques, methodologies, guiding principles and tools.

- Manage the timely completion of functional, integration and other testing activities through appropriate test environments.
- Design, develop, execute, and maintain manual test frameworks and advise on and ensure the use of appropriate test tools that provide optimal balance between testing efficiency, maintainability, cost, and risk acceptance.
- Advise on testing activities to ensure alignment with test plan requirements. This includes tracking, documenting, and reporting test defects and outcomes in a timely manner to ensure quality assurance across deliverable.
- Manage and analyse requirements of complex ICT Digital systems to develop and determine testing strategies, prepare test scripts, and identify test cases suitable for automation.
- Establish collaborative relationships with stakeholders, customers, and colleagues, providing clarification and advise relating to test lifecycle activities to ensure for successful test outcomes.
- Research and drive capability uplift in emerging testing technologies including the development of testing learning material that enable streamlined ways of working across the Test capability area group.

## Key challenges

- Lead the engagement on Test Analytics across the NSW health system, balance competing demands to achieve business objectives, establish effective stakeholder relationships and arrangements that ensure customer input to all decisions, and balance state-wide needs with local innovation and national directions.
- Work within an environment where technologies are subject to rapid evolution and change and identify technology solutions and platforms that improve the efficiency and effectiveness of the overall service offering for customers and drive improved value.
- Create, lead, and maintain a constructive workplace culture.

## Key relationships

Who	Why
Delivery Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise, and receive instructions.</li> <li>• Provide regular updates on strategic deliverables, issues, and priorities.</li> </ul>
Capability Manager	<ul style="list-style-type: none"> <li>• Capability related learning and alignment.</li> <li>• Workforce and employment relations management.</li> </ul>
Work Teams	<ul style="list-style-type: none"> <li>• Share knowledge and deliver roadmaps.</li> <li>• Resolve escalated technical issues.</li> </ul>

## Role dimensions

### Number of Direct reports

TBA

### Number of Indirect reports

TBA

### Budget (\$)

Nil

### Financial Delegation

As per eHealth NSW Delegations Manual

## Management Reporting

Line Manager	TBC
Delivery Management Support	TBC
Capability Management Support	Capability Manager

## Essential requirements

- Extensive experience in managing a test framework in a shared services environment, including relevant qualifications or the equivalent.
- Extensive experience in planning, coordination, and execution of testing activities in a shared services environment
- Demonstrated achievement leading testing practices, in a service industry environment.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results, and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

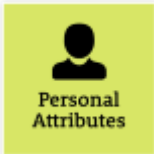
The capabilities are separated into focus capabilities and complementary capabilities.

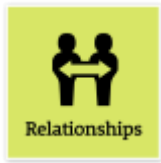
## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical, and professional way and encourage others to do so.</li> <li>• Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow.</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate.</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour.</li> </ul>	Adept

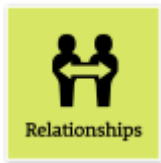


**Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services.
- Design processes and policies based on the customer’s point of view and needs.
- Understand and measure what is important to customers.
- Use data and information to monitor and improve customer service delivery.
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers.
- Maintain relationships with key customers in area of expertise.
- Connect and collaborate with relevant customers within the community.

Adept

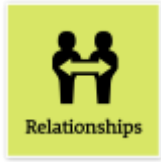


**Work Collaboratively**

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration.
- Build cooperation and overcome barriers to information sharing and communication across teams and units.
- Share lessons learned across teams and units.
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.

Adept



**Influence and Negotiate**

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position.
- Lead and facilitate productive discussions with staff and stakeholders.
- Encourage others to talk, share and debate ideas to achieve a consensus.
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes.
- Influence others with a fair and considered approach and sound arguments.
- Show sensitivity and understanding in resolving conflicts and differences.
- Manage challenging relationships with internal and external stakeholders.
- Anticipate and minimise conflict.

Adept



**Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes and take responsibility for delivering intended outcomes.
- Make sure staff understand expected goals and acknowledge staff success in achieving these.
- Identify resource needs and ensure goals are achieved within set budgets and deadlines.
- Use business data to evaluate outcomes and inform continuous improvement.
- Identify priorities that need to change and ensure the allocation of resources meets new business needs.
- Ensure that the financial implications of changed priorities are explicit and budgeted for.

Adept



**Think and Solve Problems**

Think, analyse, and consider the broader context to develop practical solutions

- Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence.
- Anticipate, identify, and address issues and potential problems that may have an impact on organisational objectives and the user experience.
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience.
- Seek contributions and ideas from people with diverse backgrounds and experience.
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness.
- Identify and share business process improvements to enhance effectiveness.

Adept





**Technology**



Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate.
- Monitor compliance with cyber security and the use of technology policies.
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes.
- Monitor compliance with the organisation's records, information, and knowledge management requirements.

Adept

## Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
 SFIA	<b>Development and implementation, Systems development – Testing</b>	<ul style="list-style-type: none"> <li>• Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability).</li> <li>• Creates traceability records, from test cases back to requirements.</li> <li>• Produces test scripts, materials and regression test packs to test new and amended software or services.</li> <li>• Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards.</li> <li>• Records and analyses actions and results, and maintains a defect register.</li> <li>• Reviews test results and modifies tests if necessary.</li> <li>• Provides reports on progress, anomalies, risks and issues associated with the overall project                             <ul style="list-style-type: none"> <li>Reports on system quality and collects metrics on test cases.</li> <li>Provides specialist advice to support others</li> </ul> </li> </ul>	Level 4 - TEST
 SFIA	<b>Delivery and operation, Service operation – Penetration testing</b>	<ul style="list-style-type: none"> <li>• Maintains current knowledge of malware attacks, and other cyber security threats.</li> <li>• Creates test cases using in-depth technical analysis of risks and typical vulnerabilities.</li> <li>• Produces test scripts, materials and test packs to test new and existing software or services.</li> <li>• Specifies requirements for environment, data, resources and tools.</li> <li>• Interprets, executes and documents complex test scripts using agreed methods and standards.</li> <li>• Records and analyses actions and results.</li> <li>• Reviews test results and modifies tests if necessary.</li> <li>• Provides reports on progress, anomalies, risks and issues associated with the overall project.</li> <li>• Reports on system quality and collects metrics on test cases.</li> <li>• Provides specialist advice to support others.</li> </ul>	Level 4 - PENT

	<p><b>Change and transformation, Business change management – Requirements definition and management.</b></p>	<ul style="list-style-type: none"> <li>• Contributes to selection of the requirements approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.</li> <li>• Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.</li> <li>• Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.</li> <li>• Reviews requirements for errors and omissions.</li> <li>• Establishes the requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.</li> <li>• Investigates, manages, and applies authorised requests for changes to base-lined requirements, in line with change management policy.</li> </ul>	<p>Level 4 - REQM</p>
	<p><b>Strategy and architecture, Business strategy and planning – Knowledge management</b></p>	<ul style="list-style-type: none"> <li>• Provides advice, guidance, and support to help people to adopt and embed best-practice approaches to information and knowledge management into all areas of their work.</li> <li>• Evaluates and- selects appropriate knowledge management methods and tools in line with agreed policies and standards.</li> <li>• Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge among internal teams and external partners.</li> <li>• Provides support for the establishment and nurturing of communities of practice, including workshops, one-on-one guidance, and troubleshooting.</li> <li>• Develops and implements processes and behaviours which help people easily</li> <li>• access and use data, learning, and knowledge to improve performance.</li> <li>• Shares ideas and examples of existing practices to encourage adoption.</li> <li>• Implements knowledge management at programme, project and team level including tailoring in line with agreed standards.</li> <li>• Contributes to the definition of organisational policies, standards, and guidelines for knowledge management</li> </ul>	<p>Level 5 - KNOW</p>



**Strategy and architecture, Advice, and guidance – Specialist Advice**










- Actively maintains recognised expert level knowledge in one or more identifiable specialisms.
- Provides definitive and expert advice in their specialist area(s).
- Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives.
- Supports and promotes the development and sharing of specialist knowledge within the organisation.

Level 5 - TECH

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination, and control methods	Intermediate



## Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures, and operations systems of the NSW Health Organisation. The following specific requirements should be noted:

### COVID-19 Vaccination Compliancy

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

### Respirator Use

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use, including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal. At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

### Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

### Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property, and personnel records and include the correct retention of data and records.

### Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

### Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

### Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

### **Rostering Management**

Ensure data quality, integrity, policy, and Award compliance is maintained in day-to-day rostering.

### **Work Health and Safety**

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies, and procedures.

### **Workplace Diversity**

Support the organisations workplace diversity goals and policies.

### **Training**

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

### **Employee Agreement**

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

<b>Signatories</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Employee			
Manager / Supervisor			

### **Job Demands Checklist**

The purpose of this checklist is to manage the risk associated with the position in relation to the incumbent. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the incumbent to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

#### Job Demands Frequency Key:

I = Infrequent            intermittent activity exists for a short time on a very infrequent basis

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- O = Occasional      activity exists up to 1/3 of the time when performing the job  
 F = Frequent        activity exists between 1/3 and 2/3 of the time when performing the job  
 C = Constant        activity exists for more than 2/3 or the time when performing the job  
 R = Repetitive       activity involved repetitive movements  
 N = Not Applicable   activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
<b>Sitting</b> – remaining in a seated position to perform tasks				X		
<b>Standing</b> – remaining standing without moving about to perform tasks			X			
<b>Walking</b> – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
<b>Running</b> – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
<b>Bend/Lean Forward from Waist</b> – forward bending from the waist to perform tasks	X					
<b>Trunk Twisting</b> – turning from the waist while sitting or standing to perform tasks	X					
<b>Kneeling</b> – remaining in a kneeling posture to perform tasks	X					
<b>Squatting/Crouching</b> – adopting a squatting or crouching posture to perform tasks	X					
<b>Leg/Foot Movement</b> – use of leg and/or foot to operate machinery						X
<b>Climbing (stairs/ladders)</b> – ascend/descend stairs, ladders, steps		X				
<b>Lifting/Carrying</b> – light lifting and carrying (0 to 9 kg)		X				
<b>Lifting/Carrying</b> – moderate lifting and carrying (10 to 15 kg)	X					
<b>Lifting/Carrying</b> – heavy lifting and carrying (16kg and above)						X
<b>Reaching</b> – arms fully extended forward or raised above shoulder	X					
<b>Pushing/Pulling/Restraining</b> – using force to hold/restrain or move objects toward or away from the body	X					
<b>Head/Neck Postures</b> – holding head in a position other than neutral (facing forward)	X					
<b>Hand and Arm Movements</b> – repetitive movements of hands and arms					X	
<b>Grasping/Fine Manipulation</b> – gripping, holding, clasping with fingers or hands			X			
<b>Work at Heights</b> – using ladders, footstools, scaffolding, or other objects to perform work						X
<b>Driving/Riding</b> – controlling the operation of a vehicle (e.g., car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
<b>Sight</b> – use of sight is an integral part of work performance (e.g., viewing of X-Rays, computer screens)				X		
<b>Hearing</b> – use of hearing is an integral part of work performance (e.g., phone enquiries)				X		
<b>Smell</b> – use of smell is an integral part of work performance (e.g., working with chemicals)						X
<b>Taste</b> – use of taste is an integral part of work performance (e.g., food preparation)						X
<b>Touch</b> – use of touch is an integral part of work performance						X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY					
<b>Distressed People</b> – e.g., emergency or grief situations	X					
<b>Aggressive and Uncooperative People</b> – e.g., drug/alcohol, dementia, mental illness	X					
<b>Unpredictable People</b> – e.g., dementia, mental illness, head injuries						X
<b>Restraining</b> – involvement in physical containment of patients/clients						X
<b>Exposure to Distressing Situations</b> – e.g., child abuse, viewing dead/mutilated bodies						X

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ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY					
<b>Dust</b> – exposure to atmospheric dust	X					
<b>Gases</b> – working with explosive or flammable gases requiring precautionary measures						X
<b>Fumes</b> – exposure to noxious or toxic fumes						X
<b>Liquids</b> – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
<b>Hazardous Substances</b> – e.g., dry chemicals, glues	X					
<b>Noise</b> – environmental/background noise necessitates people raise their voice to be heard						X
<b>Inadequate Lighting</b> – risk of trips, falls or eyestrain	X					
<b>Sunlight</b> – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X				
<b>Extreme Temperatures</b> – environmental temperatures are less than 15°C or more than 35°C	X					
<b>Confined Spaces</b> – areas where only one egress (escape route) exists						X
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground	X					
<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls	X					
<b>Working At Heights</b> – ladders/stepladders/scaffolding are required to perform tasks						X
<b>Biological Hazards</b> – exposure to body fluids, bacteria, infectious diseases						X