



JOB DESCRIPTION

Job Title:	Quality Assurance Engineer
Department:	CIO - Application Services
Reports to:	Director of Application Services
Salary Band:	Band I
Salary:	£38,017 per annum
Hours:	36 hours per week, 52 weeks per year
Term:	Permanent
Annual Leave:	30 days per annum in addition to Bank Holidays

Application Services

The University runs a comprehensive suite of applications that support vital services, workflow engines and customer-facing applications. The Application Services group is responsible for both tactical and strategic development of solutions in support of St Mary's objectives and is focused on the development, implementation, integration, delivery and support of business application and systems solutions for the University. The group also provides 2nd and 3rd line applications support.

There are 40 major corporate applications at St Mary's, spanning finance system, HR, timetabling, student accommodation, CRM, student records, to name a few. And there are future plans to develop, improve and expand the applications portfolio under the remit of the new Chief Information Officer.

Overall Role

The quality assurance engineer is responsible for ensuring the software, application, script and software tool development is effectively monitored so as to ensure the software adherence to university standards and that all products work before they are released to the user community.

The postholder will play a key role in solution design, source code management standards and process for reviewing code, configuration management, change management, program testing, integration of software, and release management processes.

Duties

- Developing standards and processes for the software/application development process,
- Ensuring released software/application meets with documented end user requirements and relevant guidelines
- Ensuring released software/application reaches the end users at the agreed time
- Work closely with all end user departments to make sure the software solutions are delivered on time and to budget
- Raising and closing support tickets regarding service performance issues
- Raising Change requests, as required
- Carrying out detailed root-cause analysis and formulating corrective actions.
- Liaising with staff across Technology and Application Services to resolve queries.
- Liaising with customers to resolve any relevant issues.
- Administering the external calibration of test equipment.

Person Specification

		Assessed by	
Selection Criteria	Essential (E) Desirable (D)	Application	Interview
Knowledge and Qualifications			
Qualified to or studying for a degree in computing or a related subject, or equivalent work experience.	E	X	
Proficiency in the following areas: <ul style="list-style-type: none"> ○ MSSQL Server, including SQL Server Profiler ○ Unit testing ○ User acceptance testing ○ Source control management 	E	X	X
Skills and Abilities			
Experience of using software quality assurance methodologies, tools, and processes	E	X	X

Ability to code automated tests and analyse test results	E	X	X
Knowledge of the current trends and latest advancements in software quality assurance.	E		X
Experience of developing standards and procedures to determine product quality and release readiness	E	X	X
Good analytical skills to ascertain underlying problems with software performance	E		X
Thorough understanding of software development life cycle	E		X
Excellent verbal and written communication skills.	E		X
Excellent negotiation skills and the ability to broker solutions to resolve conflicting requirements between customer and supplier.	E	X	X
Ability to work on a team with other application development professionals	E		X
Perform Manual and Automated Testing	D	X	X
The following IT Skills: <ul style="list-style-type: none"> ○ XML ○ JQuery ○ C# ○ .Net ○ SSIS ○ IIS 	D	X	X
Record Test Progress and Results	D	X	X
Work Closely With Development and Product Teams	D		X

University Policies and Procedures

All staff are expected to undertake their work in an inclusive, fair, safe and respectful manner, particular consideration should be given to the University values.

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.