JOB DESCRIPTION

Job Title:	Test Analyst
Directorate/Department:	IT
Job type:	Professional Services
Grade:	RHUL 7
Accountable to:	Test Manager
Accountable for:	n/a

Purpose of the Post

Royal Holloway, University of London is undertaking a major Project to replace its Student Record System (SRS) and transform the operating model for Student Study Services. The SRS underpins the entire student journey, from application through to graduation. This project is central to our commitment to delivering a modern, efficient, and student-focused experience. The new system will support all aspects of the student lifecycle and will play a vital role in helping the University meet its strategic goals for student recruitment and student experience. This role will be a key member of the Project Team to implement the new system.

The Test Analyst is responsible for supporting the Test Execution Phase of the project and will be expected to understand project requirements and design specifications, as well as creating, or supporting the creation, of comprehensive test cases across implementations.

The role holder will collaborate with development, functional, and business teams to ensure comprehensive test coverage. The Test Analyst will provide effort estimates and resource planning inputs to the Test Manager.

The Test Analyst will lead defect triage and support root cause analysis in a timely manner.

This role does not have line management responsibility but will work with colleagues both within and outside of the IT department.

Key Tasks

1. The post holder will be responsible for creating or validating project-level test deliverables that ensure the system works as intended and according to requirements.
2. Ensure defects are tested, retested and resolved in a timely fashion
3. Ensure test risks and issues are escalated to the Test Manager
4. Support business and technical users with testing.
5. Work with Technology One and other consultants and project team members to understand solution and documented requirements and specifications.

6. Ensure test environments and data are fit for purpose.
7. Produce detailed test analysis and estimates for test preparation and execution activities with the ability to deliver to these estimates, accurately identifying any gaps.
8. Support Test Manager in the creation and collection of test metrics, dashboards and status reports with tools such as Azure Dev Ops.
9. Liaise with a team of technical specialists covering planning, estimating, managing and reporting on tasks
10. Support the production of coherent reports describing the position of testing at any given point in time, including risk logs, deadlines, customer issues, software quality issues, priorities and resource availability.
11. Provide informal training and guidance on testing to testers from a range of roles across the institution.
12. Contribute to post-testing/release reviews and continuous improvement activities to ensure actions are followed through.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Test Analyst   **Directorate: IT**

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
IT or business-related degree or equivalent vocational experience.	X		Application Form
Hold a professional qualification relating to software testing, for example ISTQB Tester Foundation or ISTQB Tester Advanced – Test Manager,		X	Application Form / Interview
Skills and Abilities			
Experience in interpretation and review of specifications, and in delivering complex test projects in roles of test analyst or lead	X		Interview
Good working knowledge of test automation, DevOps, test environments, test data, test management and SDLC tools	X		Interview
Experience			
Experience working in Further or Higher education.		X	Application Form
Experience in testing Student Records and/or Admissions Systems		X	Application Form / Interview
Experience in supporting, writing and delivering test scripts for technical and non-technical testers	X		Interview
Experience in a range of test and defect management tools, such as Azure Dev Ops, and other processes.	X		Interview
Experience working on data migration, integration and system configuration projects in a SaaS environment	X		Application Form / Interview
Other Requirements			
Have a service-driven mindset.	X		Interview
Quick to adapt to changing priorities.	X		Interview
Ability to work with minimal supervision and have the confidence to make decisions on routine procedural issues and service issues.	X		Interview