

## Job Description

**Job title: Quality Assurance Testing (QAT) & Release Analyst**

**Faculty/Directorate: Digital and Technology**

**Job Family: Digital Portfolio Delivery**

**Grade: F**

**Role profile: SMF1**

**Full time: (37 hours per week)**

**Permanent**

	Duties of the role
<b>Overall purpose of the role</b>	<p>The Quality Assurance Testing (QAT) &amp; Release Analyst will utilise their technical skills and in-depth knowledge to complete specialist, testing and assurance technical tasks to ensure fit for purpose service delivery within the Directorate.</p> <p>The QAT &amp; Release Analyst is responsible for product applications, software and systems being developed and improved across D&amp;T projects/product development. The role is responsible for test designs, executing test plans and carrying out exploratory testing as part of a broader risk-based approach.</p> <p>The postholder will utilise their expertise to provide expert advice and guidance to enable and maximise digital efficiency / digital utilisation.</p>
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"> <li>• Install and test software upgrades, system improvements, and patches across service areas and the wider university. Propose and implement recommendations to improve functionality and overall system performance.</li> <li>• Utilise knowledge of university business domains to analyse systems, design appropriate test plans, and execute various levels of testing, including system, integration, and regression testing.</li> <li>• Diagnose and resolve technical system issues and breakdowns within the analyst's area of expertise. Use specialist knowledge to ensure the continuity of services and timely problem resolution.</li> <li>• Evaluate business and technical artefacts to support comprehensive system integration testing and ensure robust testing environments are maintained.</li> <li>• Advise project teams on Quality Assurance Testing (QAT) requirements, and ensure that the appropriate test approach is planned, documented, and implemented throughout the project lifecycle.</li> <li>• Work closely with stakeholders, including developers, business analysts, and project managers, to ensure clear understanding of their roles in QAT processes. Provide training and guidance to reinforce QA and testing principles.</li> <li>• Provide estimates for testing efforts, advise on different testing options, and contribute input into project feasibility studies and timelines for test planning.</li> <li>• Embed and enforce QAT standards in line with the university's architectural principles. Ensure all testing efforts are compliant with established technical standards and best practices.</li> </ul>

	Duties of the role
	<ul style="list-style-type: none"> <li>• Monitor digital service performance, respond to issues related to system functionality or deployment, and ensure systems within the analyst's expertise remain efficient and fit for purpose.</li> <li>• Ensure quality and conciseness of testing documentation, emphasising lean and agile principles. Promote reusability and visibility across teams to support transparency throughout the testing and deployment phases.</li> <li>• Ensure all testing processes and system releases comply with corporate standards for information security, data protection, and relevant legislation. Support audits and other regulatory requirements.</li> <li>• Stay up to date with industry trends and technological innovations. Leverage these insights to recommend and implement improvements in the university's testing and quality assurance practices.</li> <li>• Perform any other duties commensurate with the job grade as reasonably required from time to time.</li> </ul> <p>Act in accordance with DMU Values:</p> <ul style="list-style-type: none"> <li>○ Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.</li> <li>○ Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.</li> <li>○ Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.</li> <li>○ Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.</li> </ul> <ul style="list-style-type: none"> <li>• Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</li> <li>• All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.</li> <li>• The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.</li> </ul>

## Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Qualifications &amp; Training</b>	Educated to degree level or equivalent experience	Essential		X			X
	Relevant industry qualification	Essential		X			X
<b>Previous Work Experience</b>	Experience of designing and implementing quality plans throughout project life cycles		Desirable	X	X		
	Experience of multiple testing approaches including system, regression, load, integration, UAT etc.	Essential		X	X	X	
	Experience of working within a user centred, customer service role		Desirable	X	X		
	Experience of working within Higher Education sector		Desirable	X	X		
<b>Specific Knowledge/Skills/ Abilities/ Motivation/ Attitude Required</b>	Knowledge of different QAT tools and techniques, with ability to apply best practice in different contexts	Essential		X	X		
	Ability to manage testing environments and support formal release management approaches	Essential		X	X		
	Able to design and execute test cases using standard, agreed testing techniques	Essential		X	X		
	Ability to support in the design and execution of non-functional testing techniques	Essential		X	X		
	Ability to undertake investigative work into problems and defects, recommending improvements and implementing solutions	Essential		X	X	X	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Ability to assess severity and risk of defects, prioritising response accordingly	Essential		X	X		
	Proficient ability to analyse and interpret quantitative and qualitative data to make informed decisions and recommendations	Essential		X	X		
	Able to provide advice and guidance to stakeholders in relation to test designs, test plans and/or QAT processes		Desirable	X	X		
	Ability to prioritise workload, working effectively using initiative as well as part of a wider team	Essential		X	X		
	Able to communicate effectively and with accuracy, in oral and written formats, to technical and non-technical audiences	Essential		X	X	X	
	Commitment to delivering a customer, user centred service and to enhancing and improving service delivery	Essential		X	X		
<b>Equality and diversity</b>	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		
<b>Our Values and Behaviours at DMU</b>							
<b>We are Collaborative</b> – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		
<b>We are honest and Compassionate</b>	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			X		
<b>We are innovative and Creative</b>	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		
<b>We are a community</b> – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

**\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence**