

JOB DESCRIPTION

JOB DETAILS

Job Title: Test Team Lead

Job ID: IS3026

Classification: Information Systems R30

Classification Date:
(MM/DD/YYYY)

Branch: Business Services

Unit: TIS-Business Services

Reports to: Assistant Director, Business Solutions

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Business Services branch provides enterprise services to support the execution of the 12|21 corporate strategic plan, and ongoing operations of pension administration services. The Branch delivers services to ensure information is compliant, protected, managed, governed, digital and accessible and useful to support evidence based strategic, tactical and operational decision making by a variety of internal and external stakeholders. This is accomplished by ensuring processes that transform data are measurable, appropriately controlled, consistent and transparent, efficient and secure. These outcomes are achieved through the delivery of services including product management, business process and information management services. Services are delivered through a multi-disciplinary team of professionals committed to leveraging process and information management practices to ensure the right information is available, to the right person, at the right time and is delivered using the most effective and efficient processes.

JOB SUMMARY

The Test Team Lead will manage and lead a team in the provision of services required for quality assurance of BC Pension Corporation's information systems. As the team lead and senior level specialist, they will provide expertise in the adoption of best practices and establish processes and standards to ensure quality services are delivered in support of the corporate strategy.

JOB RESPONSIBILITIES

Managing a team of Software Testers and Automation developers by:

- Actively supporting organizational strategy and implementation of tactical goals;
- Meeting with each team members weekly to review and prioritize work;
- Preparing annual and quarterly performance development plans;
- Supervising staff including assignment of work, performance plans and reviews, approval of leave, address performance/behavioural issues;
- Managing talent attraction, onboarding, development, deployment and retention;
- Providing coaching to staff in relation to their performance, career development, software testing profession and associated methodology(ies);
- Leading and/or supporting the development of the software testing profession within the Pension Corporation such as development of career paths, training plans, onboarding materials and leading a community of practice and team meetings;
- Participating in methodology development, improvement and maintenance;
- Leading the units' regularly scheduled team meeting;
- Preparing and participating in reporting and required dashboards;
- Interpreting and administering Master and Administrative Services Component Agreements.

Lead the Software Test team's work by:

- Setting work priorities, directing and coordinating work flow;
- Monitoring work queues within the service management tools, escalate as required;
- Assigning tasks, and approving work;
- Managing and maturing the software testing practice through the application of continuous improvement processes;
- Assisting in developing others through monitoring and supporting development, training, leading, coaching, mentoring and sharing feedback.

Oversees the software testing for complex systems-related changes through to completion by:

- Applying standard project management techniques, scheduling and prioritizing tasks and resources;
- Liaising with management, clients and staff to ensure understanding of project related information, including scope and status of schedule, budget and quality;
- Applying consistent quality assurance standards to system changes and enhancements;

- Participating in post-implementation reviews; and
- Coordinating contracts between contractor and Corporation staff.
- Ensures Software Testing for the design, development, enhancement and maintenance of mission critical pensions systems for the Pension Corporation by:
- Analyzing project or requirement documents to identify test requirements;
- Analyzing deliverables, schedules and liaises with multiple project leads to adjust and accommodate software testing and project work requirements for all projects;
- Anticipating software release problems and takes corrective action, escalating as needed, to resolve and achieve commitments;
- Coordinating and monitoring the implementation of testing processes within the testing environment;
- Maintaining product consistency throughout product cycle, to include the design, define and build phases through quality check points and testing;
- Managing and responding to software quality assurance issues with related groups such as development, database, integration and customer support;
- Developing test plan processes, specifications and timetables, and determining resources, in consultation with clients and IT staff;
- Identifying and tracking issues, and documenting and reporting on test results;
- Ensuring sign off on all Software Testing matters for migration to multiple environments (test, maintenance and production); and
- Identifying and developing detailed key performance indicators for standards effectiveness and analyses, compiles and reports on the attainment of objectives.

Maintains and promotes compliance with Software Testing standards and guidelines, by:

- Investigating and determining Software Testing needs and assessing areas for change;
- Coordinating formal quality assurance reviews of information systems;
- Identifying and recommending policies, standards and guidelines;
- Managing conflicts arising from non-adherence to standards or variable interpretation of business requirements documents; and
- In conjunction with other IT/IM groups, developing, selecting and recommending quality assurance standards, guidelines, tools and processes.

Ensures that the security and integrity of the Corporation's information systems are maintained, by:

- Applying software regression test practices to ensure the readiness of systems for formal user acceptance testing;
- Leading and/or participating in reviews of new and current IT testing and load simulation tools and evaluating their effectiveness;
- Promoting and coordinating the use of appropriate software testing tools; and
- Building and maintaining libraries of test scenarios, test queries, test data, and test results.

EDUCATION

Degree/Diploma Obtained

Program of Study

Required and

- Post-secondary degree in computer science, information systems or related field. An equivalent combination of education, training and/or experience may be considered.

EXPERIENCE

Years of Experience

Type of Experience

Required

- Five years testing experience, including developing test scenarios, conducting test analysis, executing test cases, and deficiency tracking for large applications
- Experience developing testing strategies/plans and building business acceptance criteria.
- Experience providing process quality maintenance and improvement, including Software Testing processes, metrics on quality and productivity; and identifying and improving Software Test processes.
- Two years recent experience supervising and leading a team of professional staff.

KNOWLEDGE, SKILLS & ABILITIES

- Broker healthy relationships across the organization, communicating complex concepts clearly and credibly with varied audiences;
- Provide excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills;
- Work within a matrix or virtual team structure ensuring a clear understanding of your responsibilities and accountabilities to the various entities;
- Have a strong sense of client service;
- Have in depth knowledge of application development in the context of a variety of system development methodologies;
- Have the ability to rapidly learn new technologies and adapt to change;
- Have excellent staff management and leadership skills that include innovation, change management and staff development;
- Have talent for establishing, maintaining and promoting effective collegial relationships with a variety of groups or individuals to meet program objectives, complete projects, or to influence outcomes;
- Have a track record of identifying and analyzing issues or priorities and developing, implementing and monitoring initiatives to effect change, increase program performance and resolve problems;
- Demonstrate effectiveness in coaching staff to provide excellent client service including dealing with potentially demanding clients and responding appropriately in order to resolve problems and clarify issues;

- Ability to plan and develop strategies to improve productivity and customer service.

CORE COMPETENCIES

Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

Client Orientation L2

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

Accountability L2

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

Inspiring Trust L2

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
- Demonstrates confidence in own abilities, views or decisions when challenged.
- Provides skill, knowledge and talents to resolve complex issues.
- Fosters trust by communicating consistent, reliable and accurate information.
- Builds on others' ideas to develop support.
- Helps others build confidence in themselves.
- Recognizes the contributions and successes of others.

Decision Making L2

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.
- Provides context and rationale for decisions.
- Provides information to others to support decision making on complex issues.

Organizational Focus L2

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.

- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.