



JOB TITLE
Test Analyst
REPORTS TO
Technical Manager
DIRECT REPORTS
None
JOB PURPOSE
<p>The Test Analyst works as a member of a small team of experienced IT professionals within the Technical Department. This department is responsible for maintaining and developing the ITSO Specification to include next generation standards & related technologies, alongside assuring interoperability and compliance for ITSO smart ticketing and related schemes.</p> <p>The primary purpose of the Test Analyst role is to prepare, develop and execute certification, compliance and interoperability assurance tests on products intended for use in ITSO smart ticketing schemes. This may also include periodic live scheme certification activities to ensure that the infrastructure continues to meet the expected performance, speed and interoperability expectations.</p> <p>The post holder may also be required to provide ITSO Specification-related assistance and support to the Technical Analysts on an ad-hoc basis.</p>
KEY RESPONSIBILITIES & ACCOUNTABILITIES
<ul style="list-style-type: none">• Provide an accurate and efficient testing service to ITSO Suppliers and Members• Administration of test session applications & workflows:<ul style="list-style-type: none">○ Processing application forms○ Generating equipment test scopes○ Estimating test session duration○ Diarising test sessions○ Ensuring all applicable testing fees are received• Manage and perform test sessions with Supplier representatives – both at ITSO and off-site• Perform live scheme certification activities where and when required• Execute test scripts to show device compliance with the ITSO Specification, recording actual results against expected results• Escalate issues or problems to the appropriate internal and external stakeholders• Prepare test reports for review with internal and external stakeholders• Review and ensure the technical accuracy of test scripts, amending existing and developing new test scripts where necessary• Review and increase the percentage test coverage of the ITSO Specification• Review and develop ITSO testing methodology, procedures and processes• Review and contribute to the continuous improvement of testing documentation, workflows, processes, tools and reports• Adhere to standard software testing disciplines and methodology• Ensure effective use of test tools and report defects/request improvements accordingly• Manage any required licencing for tools in use• Provide training as appropriate to internal and external stakeholders• Provide reports on testing-related areas, such as test coverage, departmental utilisation, etc.• Management of the ITSO interoperability warehouse and I2F ISAM environment• Technical administration activities, including drafting and participating in the development of the ITSO Specification and related amendments, guidance and standards statements.• Answering ITSO Technical queries• Meeting employee responsibilities under the Health and Safety at Work Act (1974), Electricity at Work Regulations (1989) and any superseding legislation• Undertake training courses as required

ENTRY REQUIREMENTS

- ISEB/ISTQB Foundation Certificate in Software Testing
- 1-2+ years' experience in a similar technical testing position and demonstrated relevant experience

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- Experience in system and performance testing on Windows
- Experience of manual technical testing
- Excellent problem solving skills
- Flexible and proactive approach
- Ability to work under pressure and meet deadlines
- Ability to work on own initiative and as part of a team
- Working knowledge (at a minimum) of the ITSO Specification
- Soft skills
 - Well-developed communication and interpersonal skills with the ability to influence, persuade and gain trust through credibility, integrity and professionalism
 - Ability to maintain and develop effective working relationships with a wide range of people both internal and external to the company

SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

- General
 - Experience of test automation – particularly in a smart media environment
 - Knowledge and experience of formal software development and system design methods
- Qualifications
 - ISEB/ISTQB Intermediate Certificate in Software Testing
- Specific software package experience
 - FIS/Clear2Pay/Integri INQ platform & ITSO Test Tools
 - ITSO ISAM reader & CM reader tools
 - Serena Business Manager and Request Center (including Serena Form Composer)
 - Seapine Software TestTrack test management tool