

JOB TITLE
Testing and Certification Manager
REPORTS TO
Technical Manager
DIRECT REPORTS
1 (Test Analyst)
JOB PURPOSE
<p>The Testing and Certification Manager works as part of the ITSO Technical Team; a team responsible for maintaining and developing the ITSO Specification and Testing, Certification and Compliance of smart ticketing equipment to ensure its compliance of the Specification and to support interoperability across the ITSO environment.</p> <p>The T&C Manager will line manage 1 direct report, the Test Analyst and together they will manage the end to end T&C process including preparing, developing and executing 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>ITSO is also developing the way Testing and Certification is carried out, and as such the role will require a clear understanding of automated testing and it's implementation. The post holder will work closely with the Technical and General Managers to help define the roadmap, technology platform and be responsible for its successful delivery.</p> <p>The post holder may also be required to provide ITSO Specification-related assistance and support to the Technical Manager and team on an ad-hoc basis.</p> <p>The post holder will be involved in undertaking ITSO compliance, assurance and interoperability testing as well as providing internal IT advice and support in the development of next generation ITSO technologies.</p>
KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Review and develop ITSO testing methodology, procedures and processes to increase accuracy and provide consistency across certification • Manage the implementation and maintenance of automated testing environments • Review and contribute to the continuous improvement of testing documentation, workflows, processes, tools and reports including creating of Standard Operational Procedures • Maintain both digital and analogue testing across the service to ensure a high level of technical accuracy • Maintain a pre-certification automated testing service for the benefit of ITSO members • Support ITSO members throughout the certification process • Management of the ITSO interoperability warehouse and ISAM environment • Adhere to standard software testing disciplines and methodology • Consistently work to provide a more efficient service, clearer guidelines & expectations for ITSO supplier customers and that the service provided is responsive to the demands placed on it • Manage and deliver competitive charging models to provide best value service including fixed price testing • Assess and understand new innovations and how they could be applied to ITSO Testing and Certification

- Navigate complex stakeholder relationships and implementation challenges
- Oversee management of end-to-end testing including administration of test session applications to generating equipment test scopes and estimating test session duration ensuring we are providing the most effective service
- Oversee management of test sessions with Supplier representatives – both at ITSO and off-site
- Perform live scheme certification activities where and when required
- Continuous improvement of Testing and Certification service
- Escalate issues or problems to the appropriate internal and external stakeholders
- Review and increase the percentage test coverage of the ITSO Specification
- 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 query support to ITSO members and prospective suppliers

ENTRY REQUIREMENTS

- ISTQB Advanced Level or equivalent in software testing
- 3-4 years' experience in a similar technical testing position and demonstrated relevant experience
- Technical qualifications including relevant ITIL qualification

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- Experience of automated test frameworks and their implementation
- Proven understanding of principles, methods, techniques and tools for the effective management of the testing process and the execution of tests throughout the lifecycle
- Knowledge of functional, non-functional, test automation and test environment management activities, roles and responsibilities
- Knowledge of risks and challenges associated with test environments and their management
- Ability to work on own initiative and as part of a team including line management skills
- Experience of the ITSO Specification and its implementation
- 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
- An awareness of a range of technologies and their practical applications in supporting business requirements.
- The ability to contribute ideas and suggestions for improving operational services to users
- Sound levels of judgement, adaptability, integrity and the ability to handle confidential and sensitive information
- Ability to retain a positive and professional attitude under pressure

SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

General

- Experience in a smart technology environment
- Experience working throughout the full SDLC / STLC
- Knowledge of programming languages used for scripting (Python, JavaScript, Java or C)
- Experience of test automation – particularly in a smart media environment
- Willingness to broaden experience and develop new skills through self-development
- Knowledge and experience of formal software development and system design methods

Qualifications

- ISTQB Advanced Certificate in Software Testing or equivalent

Specific software package experience

- FIS/Clear2Pay/Integri INQ platform & ITSO Test Tools