JOB TITLE

Testing & Technical Analyst

REPORTS TO

Technical Product Manager

DIRECT REPORTS

None

JOB PURPOSE

Reporting into the Technical Product Manager you will be responsible for the testing and implementation of the various technical programmes driving the delivery of product development in order to support our strategic initiatives.

This is a highly technical, hands on role dealing with the day to day testing and implementation of projects relating to ITSO on Mobile (IoM).

You will work with member organisations, 3rd parties and suppliers to ensure successful testing & implementation through various engagement channels, that support IoM and the ITSO vision: "Making mobility seamless."

You will champion the use of ITSO to best deliver future mobility innovation opportunities which look to the future, while supporting existing implementations.

RESPONSIBILITIES

- Testing all aspects of IoM, not limited to the ITSO Transit Hub and acceptance of IoM using devices on ITSO POSTs, including full end to end and regression testing (including automated testing) in conjunction with the Public Transport Operators (PTOs) to ensure the product is fit for end-consumer consumption.
- Estimate, prioritise, plan and coordinate testing activities.
- Documenting test plans, test scripts and test summaries.
- Automating testing processes in preparation for additional PTOs and larger volumes of testing.
- Coordinating and executing stress, performance and penetration testing.
- Review and contribute to the continuous improvement of testing documentation, workflows, processes, tools and reports including creation of Standard Operational Procedures and project documentation.
- Ensure effective use of test tools and report defects/request improvements accordingly.
- Manage any required licencing for tools in use.
- Provide training and training documentation as appropriate to internal and external stakeholders.
- Assess and understand new innovations and how they could be applied.
- Support and promote the IoM Change Advisory Board process.
- Ensure compliance with the ITSO Specification working closely with the ITSO Testing & Certification Manager.
- Support the IoM Delivery Team to ensure efficient delivery of commitments.
- Successfully manage suppliers, external stakeholders and 3rd parties to deliver programme requirements, escalating where necessary.
- Liaise with internal and external teams to help identify system requirements.
- Input into the future product roadmap of IoM.
- Identify possible new business opportunities and deliver to the market.
- Provide technical expertise within our industry, and act as an ambassador with our external stakeholders.

- Manage the implementation and maintenance of automated testing environments.
- Maintain both manual and automated testing across the service to ensure a high level of technical accuracy

ENTRY REQUIREMENTS

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

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- Experience of automated test frameworks and their implementation.
- Experience of test automation – particularly in a smart media environment.
- Strong knowledge of software QA methodologies and tools (e.g. Jira, API Testing Tools - SoapUI, Postman, Performance testing - JMeter).
- Proven understanding of testing principles, methods, techniques and tools.
- Experience with SoapUI, Helix ALM, JMeter, Jenkins…..
- Experience of documenting processes and training stakeholders.
- 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.
- 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.
- Advanced level troubleshooting skills for deployment, implementation and testing issues.
- Proactively identify, manage and solve problems.
- Ability to retain a positive and professional attitude under pressure.
- Knowledge of risks and challenges associated with test environments and their management.
- Ability to work on your own initiative and as part of a team including line management skills.
- Good communication skills, verbal and written.
- Excellent team working, organisational skills and attention to detail.
- Able to prioritise workload and act on your own initiative.
- An ability to work to tight deadlines.
- Able to work as part of a team.
- Flexible and proactive approach.
- Willingness to broaden experience and develop new skills through self-development.

SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

- Experience of working within Public Transport/Ticketing or Retail Sector(s)
- Experience of the ITSO Specification and its implementation
- Knowledge of programming languages used for scripting (Python, JavaScript, Java or C)
- Experience using Agile or Enterprise Agile project management methodologies

LIAISON/CONTACTS

ITSO membership, IoM Customers, 3rd party suppliers.