Job and person specification – Service Administrator (Technical Testing)

About the Role

The main purposes of the role are:

- To be responsible for the functional, acceptance and performance testing of interactive media software products for a portfolio of modules.
- To test accessibility in order to ensure compliance with the University’s agreed standards to meet its legal obligations.
- To provide technical advice prior to software development.
- To liaise with stakeholders in the scheduling and production activities associated with interactive media products.
- To be responsible for problem resolution both before and after software release.
- To ensure that all work meets agreed standards of documentation.

Description of duties

Testing:

- Assess and prepare test plans and strategies for manual testing of software for all types of interactive media products intended for student use.
- Create and manually execute tests on interactive media products against the appropriate plans, standards, technical requirements and to schedule. Test coverage primarily includes functional, user interface, performance, accessibility and acceptance testing.
- Test interactive media products over a range of different operating systems, browsers and mobile devices as determined by student specifications and market trends in computer ownership.
- Assist in the drafting and production of interactive media-related course documents.
- Document and record test issues using bug tracking software and liaise with software developers, academic and production staff as appropriate, in order to assist issue resolution.
- Be involved in the scheduling and production activities associated with interactive media products by liaising with Learner and Discovery Services (LDS) colleagues and academic staff usually by attendance at production meetings.
• Use appropriate tools as may be required in order to facilitate testing.
• Liaise with LDS colleagues and module teams where appropriate to meet their technical testing requirements and advise on computing hardware and software issues that may affect their projects.
• Assist in establishing proper testing and acceptance procedures for all interactive media product developments including third party interactive media products to be used by students.

Other duties:
• Keep up-to-date with new technological developments, in particular project developments and control of interactive media tools and advances in computing pertaining to the University's educational interactive media methods and strategies.
• Provide advice on approaches to ensure software works across a range of devices.
• Such other tasks defined as necessary by the Production Manager.

Skills and Experience

Knowledge, work and other relevant experience

Essential
• A degree or equivalent, in an appropriate discipline, or equivalent vocational practical training and experience.
• Personal skills needed in interactive media testing, including patience, inquisitiveness and tact.
• Good interpersonal communications skills, especially the ability to influence and advise other staff where you have no direct authority.
• The ability to write clear, correct and concise plans and reports.
• The ability to work under pressure and to focus on the task in hand.
• Demonstrable organisational, planning and problem-solving skills based on technical knowledge.
• Team-working capabilities in collaborating with colleagues, managers and staff across the organisation.
• Confidence and ability to use initiative within a managed team, prioritising tasks according to deadlines.
• Willingness and ability to embrace new ideas, learn new skills and adapt to changing situations or requirements.
• A demonstrable interest in continuing self-development.
• A sound working knowledge and understanding of personal computers, hardware and software. Experience of Microsoft Windows and Apple Macintosh OSX. Knowledge and
experience of web testing across multiple browsers on both desktop and mobile devices.

**Desirable**

- ISTQB/ISEB Foundation Certificate in Software Testing (or equivalent).
- Experience of software testing particularly of educational materials.
- Knowledge of one or more academic areas.
- Knowledge of automated software testing tools.
- Interest in online and distance education.
- Knowledge of Human Computer Interaction (HCI) design.
- Awareness of accessibility issues in software testing.