

## Position Description

<b>Position Title</b>	Application Support Analyst
<b>Department / Branch</b>	Digital
<b>Reporting Relationships</b>	Digital & Core Systems Manager
<b>Supervisory Responsibilities</b>	Nil
<b>Classification</b>	Package
<b>Effective date</b>	May, 2022.

### **Objective of the Role**

The objective of the role is to provide support for core business applications which include:

1. Provision of quality assurance testing services and release management support.
2. Expertise in the usage and knowledge of applications.
3. Production support including the management, triage and resolution of issues.
4. Support the delivery of business initiatives.

### **General Responsibilities of Role**

Reporting to the Digital & Core Systems Manager, the role will be responsible for timely execution of quality test services and providing an approval and release function for software product releases. The Analyst will need to work to fixed product release lifecycles as well as to shorter agile lifecycles used by internal project teams.

The Analyst will be required to undertake the following:

- Employ a range of testing techniques and methods to identify, record, report and manage defects;
- To execute test cases and scripts; and validate software functionality against its business and functional requirements.
- Testing approaches will include System Integration Testing, User Acceptance Testing, Regression and Functional testing.

Whilst testing shall primarily be concerned with compliance against requirements and specifications, it is assumed that the Analyst role will also apply knowledge and consideration to accessibility, compatibility, performance, security, stability, sociability and usability.

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The role provides a separation-of-duties function to the software developers, and will provide release management support, requiring a close working relationship with the development team, and ensuring that software developed (internally or by third parties) has met agreed quality and deployment requirements before being released into production environments.

Between test cycles and during times of low test activity, the role will be required to provide further support to the business across the following key areas:

1. Expertise in the usage and knowledge of applications - Provide application guidance to the business, work with the business and our vendors on core system changes which could entail reviewing and providing feedback documentation, contributing to the design of solution, etc.
2. Production support including the management, triage and resolution of issues – Provide application support in the leadership and resolution of issues on applications ensuring that any issues are resolved in a quick and safe way from a member and staff perspective. The production support also includes working with auditors as well as providing support to other regular regulatory activities.
3. Support the delivery of business initiatives – provide system support to the business on the delivery of initiatives for applications and projects as agreed. Support could include the introduction of new features, fees, interest rate changes, etc.

### **Other Job Related Information**

The role will be required to use a range of software tools to carry out tasks and maintain records of test, release, defect, incident, change and problem activity, including: JIRA, Confluence, Ivanti Service Manager, and other test case-management tools.

### **Key Selection Criteria**

#### **Essential:**

- Excellent relationship building and communication skills
- Demonstrated experience with system testing, SIT, UAT, functional and regression
- Demonstrated experience with the design of test cases and test scenarios
- Experience in delivering high-quality testing approaches to ensure high-quality standards are maintained in released systems
- Experience working in teams to support test planning and delivery on small to large-scale projects and systems.
- Experience with creating and executing queries in SQL
- Experience in testing User Interfaces and integration services (including API's)
- Experience in production support and providing application specialist advice.
- Experience in the delivery of business initiatives

#### **Desirable:**

- Experience with core and digital banking systems would be an advantage
- Experience working within agile and traditional lifecycles
- Ability to provide estimates including test effort, schedule, resources, environment requirements, etc.
- Experience in testing Windows, mobile and internet-based applications
- Experience with Jira and test case management tools (e.g. qTest, TestRail)