



## Job Description – July 2010

<b>Position:</b>	<b>Quality Analyst</b>
<b>Location:</b>	Melbourne
<b>Responsible to:</b>	Technical Test Lead
<b>Communicates &amp; Cooperates with:</b>	Development Team, Project Managers, Business Owners, Technology Operations Team, Vendor, Release Manager, IT staff and Lonely Planet staff and business units as required.

### Position Overview:

The Quality Analyst will primarily be accountable for providing “hands-on” end-to-end testing for a range of new and ongoing projects across multiple technology platforms and within an Agile software development environment.

The role will work in close consultation and collaboration with key project team members and stakeholders (such as, developers, project managers, business analysts, business unit owners, etc) from across the business to ensure that testing systems and approaches are developed within agreed budgets and timeframes. It will be responsible for both gathering and translating business requirements and objectives into testing solutions, along with communicating complex technical concepts into layman’s terms.

### Key Result Areas:

#### Testing

- Provide hands-on testing for web and mobile-device based applications
- Collaborate with business analysts and other key stakeholders to define the testing requirements and execution strategies for specific projects
- Develop and deliver project-based quality reporting in consultation with Project Managers and Technical Test Lead
- Measure and ensure the continual improvement of the performance and outcomes of testing at Lonely Planet
- Maintain and develop a knowledge repository and training documentation that ensures efficient knowledge transfer amongst testers assigned to project teams
- Provide input into the selection of testing tools

#### Teamwork & Communication

- Work as part of the Lonely Planet community to create a positive, tolerant and harmonious work environment
- Deal with all staff in a helpful, courteous and respectful manner
- Communicate ideas which may improve the efficiency, performance or standards of your department and be open to the consideration of new ideas
- Actively participate in the giving and receiving of constructive feedback to ensure understanding and open team relationships

**Policies & Procedures**

- Actively ensure that the workplace is kept free from harassment, bullying behaviour and discrimination through thoughtful behaviour and by leading by example
- Work in accordance with Lonely Planet policy and procedural guidelines
- Comply with all Occupational Health and Safety guidelines, reporting any potential risks or hazards
- Follow safe work practices for self and others

**Key Skills / Experience / Knowledge / Qualifications / Attributes:****Essential:**

- Proven hands-on testing experience across a broad range of technology platforms, including web-based platforms (e.g. websites, mobile, etc)
- Relevant qualification and/or certifications
- Experience applying testing methodologies, standards and tools within an Agile software development environment
- Working knowledge of web application development and functionality
- Previous experience working in cross-functional project teams
- Excellent written (documentation/report writing) and verbal communications skills, including the ability to effectively communicate technical and business problems/issues to a non-technical audience
- Proven organisational and time management skills with the ability to manage multiple tasks and changing priorities to meet deadlines
- Excellent interpersonal and relationship building skills
- Strong problem solving, conceptual and analytical skills
- Passion for quality assurance in a technology environment
- Strong customer focus and commitment

**Desirable:**

- Scrum Master Certification
- Foundation ISTQB and CSTP Certification
- Experience with test automation, automation frameworks, scripting and programming
- Knowledge of publishing industry (print and digital)
- Passion for travel