NHS
Royal Cornwall Hospitals
NHS Trust

JOB DESCRIPTION

1. JOB DETAILS

Job Title: eCare Entry Level Tester

Band: 4

Directorate: Health Informatics & ICT Services

Location: Kedhlow Building, RCHT, Treliske

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2. JOB PURPOSE

To be responsible for supporting the testing and quality assurance of new or new versions/upgrades of Business, Infrastructure and Clinical solutions implemented across the Cornwall Healthcare Community.

Provide advice and support to allied project teams and individuals on testing processes.

Provide written reports that a testing process has been completed and support the creation of a written assurance that a new or new version of a business, infrastructure or clinical solution is ready for bringing into service.

Ensure that all faults and bugs identified through the testing process are recorded in JIRA (or another appropriate software system) and managed through to resolution.

Support the production of test scripts and plans and undertake the testing process as well as supporting other testing teams or processes.
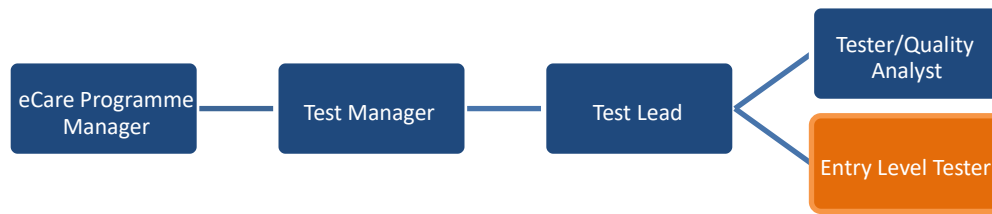
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3. DIMENSIONS

This role reports to the Test Lead

Assists with establishing and maintaining the required testing environment (software and hardware) – test applications, test data, test PCs, printers and scanners.

4. ORGANISATION CHART

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eCare Programme    ──  Test Manager  ──  Test Lead  ──┬── Tester/Quality Analyst
     Manager                                          │
                                                      └── Entry Level Tester
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5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

Knowledge

Educated to A level standard (or equivalent).

Can demonstrate experience in a technical/testing/supporting role to diploma level or equivalent

On-going evidence of Continuing Professional Development (CPD).

Practical knowledge of understanding test scripts, scenarios and running test cycles.

ISTQB Foundation or willing to undertake within first 3 months of employment.

Practical knowledge of at least one bug or fault recording software package and process (e.g. JIRA/Zephyr)

Practical knowledge of project management procedures – ideally PRINCE2 and Agile.

Effective user of Microsoft Office document production applications with advanced IT skills for software systems manipulation and software applications

Skills

Demonstrable capability of delivering or supporting simple and complex IM&T testing projects to time and to agreed quality.

Ability to manage own time effectively to prioritise competing demands, using initiative with support available.

Ability to write and maintain test scenarios and test cases, manually run test scripts, supporting defect and issue management, record and preserve test evidence using the local testing tool to cover testing.

Ability to work with test plans and participate in modifying these to accommodate each system implementation.

Ability to interpret and solve simple and complex analytical problems and make recommendations based on this analysis to the Test Lead/Test Manager.

Ability to analyse, investigate and propose resolutions to simple and complex IM&T testing related queries and issues and support test assurance pieces of work.

Ability to learn new systems without extensive training.

Excellent and clear communication both verbal and written.

Ability to communicate technically complex content in everyday language to end users involved in the end user testing process.

Experience

Proven structured methodology testing skills/experience (preferably in a multi-system NHS environment).

Proven experience of working in a process orientated environment which is dependent on accuracy and attention to detail.

Proven experience of supporting various test cycles e.g., system and integration testing, interfacing and regression testing, functionality, performance, usability and user acceptance testing.

Ability to provide hands on testing with a requirement to develop and review quality assurance and release documentation.

Able to communicate and work effectively as part of an established team and, as part of this, pass on own knowledge and experience.

Proven experience working successfully to deadlines/timescales and within pressured environments.

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6. KEY RESULT AREAS

Responsible for using information management software resources and appropriate IM&T systems to manage and record testing processes.

Responsible for accurately logging and managing of all issues in the local Issues Management Tool and ensuring all supporting information and evidence are well documented.

Contributing to supporting system readiness reporting or go live acceptance/QA criteria and produce reports for the Project Managers e.g., progress, constraints, results, defects, risks.

Responsible for supporting the testing of new projects and relevant changes to existing systems to ensure that all aspects of testing are covered.

Manage own time effectively to prioritise competing demands using initiative, with guidance from the Test Lead or Test Manager.

The post holder will be responsible for applying testing processes for new solutions or new versions/upgrades.

Work within the Clinical Programme Team to provide support in the delivery of projects across the Health Community.

Will be expected to recommend rejection of software solutions or new versions/upgrades of software if the testing process highlights unresolved faults that will have an impact on the business-as-usual operations.

Will be expected to directly liaise with vendors of IM&T solutions to support the identification and resolution of faults.

Will be expected to support escalations to SROs or senior managers if end user resources are not being committed to the testing process.

Communicate effectively and build a good working relationship with clinical and business solution users (Project staff, Support teams, Information Analysts, Software Developers, third party suppliers (both local and national) and system users).

Gaining the credibility and confidence of system users from multidisciplinary groups and assisting the team with invoking change while remaining calm and professional.

Communicate with system users to better understand a wide range of work processes and business rules.

Work directly and communicate effectively within the Trust to support all testing activities contributing to successful implementations that meet the Trusts' requirements from both a qualitative and operational perspective by establishing simple and complex test requirements and giving the best testing advice.

To be responsible for the tracking and regular reporting against quality and testing issues from identification to resolution.

Ability to support the extraction of information from multiple IM&T information sources.

Analyse and compare data stored in various clinical software business systems to validate accuracy of data migration or interfacing.

Support the analysis and response to sometimes complex data queries from internal customers dealing with patient data and defects.

Support the analysis and explain business and technical requirements, in collaboration with system suppliers and system users, to ensure systems testing outputs meet agreed acceptance criteria.

Support the analysis of the clinical or business context that the system or solution will be expected to support in order to produce a suitable test process.

Maintain up to date knowledge of new systems and upgrades by attending the appropriate familiarisation/training sessions. The post holder will need to be aware of new and changing software and developments to prepare for the testing processes.

Supporting multiple testing tasks, workloads and meeting deadlines, e.g testing projects, with guidance from the Test Lead or Manager.

7. COMMUNICATIONS & WORKING RELATIONSHIPS

- Test Lead as line Manager.
- Test Manager – in the absence of line Manager.
- Tester/Quality Analyst to co-ordinate testing/support requirements.
- All CITS Teams to ensure testing/support is integrated. ⬜ Project Managers and Project team members.
- External third-party software suppliers and contractors.
- All employees of customer organisations and Partner organisations using the systems/service.
- Occasionally, colleagues in other IM&T Departments – local and national.

Communicate effectively and build a good working relationship with clinical and business solution users (Project staff, Support teams, Information Analysts, Software Developers, third party suppliers (both local and national) and system users).

Gaining the credibility and confidence of multidisciplinary system users and assisting the team with invoking change while remaining calm and professional.

Communicate IM&T and testing issues to systems users with limited IT knowledge and understanding.

8. MOST CHALLENGING PART OF THE JOB

Testing all aspects of a wide range of projects and project stages with conflicting and competing workload pressures.

Support testing education to end users who are responsible for testing the system which could mean working within tight timescales or over a longer period of time if adequate testing time has been factored into the project.

Use own initiative and respond quickly to conflicting priorities and changing deadlines – with guidance from the Tester Quality Analyst or Test Manager.

Quickly gain detailed knowledge of systems from small to complex and to understand the goals of large projects with regards to new functionality being developed, systems quality requirements and interfacing with other systems.

Supporting the smooth transition, impact and successful adoption of a new service and/or system.

Perform repetitive tasks with great attention to detail.

Convey technical data to technical and non-IT orientated customers.

9. OTHER

• The Post holder must comply with all RCHT Policies and Procedures.

• The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.

• This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10.   JOB DESCRIPTION AGREEMENT

Job holder's Signature: Date:

Head of
Department Signature: Date:

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of: eCARE ENTRY LEVEL TESTER BAND 4

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	**DESIRABLE**	
QUALIFICATIONS	Educated to A level standard (or equivalent) Can demonstrate experience in a technical/testing/supporting role Diploma Level or equivalent ISTQB Foundation or willing to undertake within first 3 months of employment On-going evidence of Continuing Professional Development (CPD)	PRINCE2 or equivalent professional qualification	Application form Certificates References
EXPERIENCE	Proven experience of creating test scripts, scenarios and running test cycles Experience of executing test scripts and scenarios Experience of working in a process orientated environment which is dependent on accuracy and attention to detail. Experience of communicating complex technical issues using everyday language to end users.	Structured testing experience in multi system environment Experience of working in the NHS in an informatics or testing role	Application form References

PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Practical knowledge of bug or fault recording software packages and process (e.g., JIRA/Zephyr) Effective user of Microsoft Office document production applications, advanced IT skills for manipulation of data, software applications Able to work in a busy environment and meet testing deadlines. Ability to interact with and present data to staff at all levels.	Practical knowledge of project management Knowledge of the NHS and awareness of Health Informatics developments	
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Excellent analytical ability and attention to detail Uses initiative to manage day to day activities, with guidance		
	available from the Test Manager. Professional, patient and calm Flexible, team player Ability to focus and concentrate for extended periods of time with breaks		
TRAINING	Mandatory training Completion of ISTQB Foundation		
ADDITIONAL CIRCUMSTANCES	Occupational Health clearance. Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable. Ability to work outside normal office hours if required. Able to perform duties and will often have to carry a laptop and possibly presentation equipment to venues. Will attend (as part of a team, or with team leads) clinical and other trust areas during go live periods to support and guide staff. Able to travel to trust sites throughout the local health community.		