RMIT UNIVERSITY

Position Description – QA Lead

Position Details

Position Title: QA Lead

College/Portfolio: University Operations   **School/Group:** Information Technology Service

Campus Location: Primarily based at the city campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 8 **Time Fraction:** 1.0

Employment Type: HE – Senior, Specialist and Executive Employee

Reporting Line: Portfolio QA Manager

No. of Direct reports: 0 - 5

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/
https://www.rmit.edu.au/about/facts-figures

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

https://www.rmit.edu.au/about/our-locations-and-facilities

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.

Inclusion   Imagination   Integrity   Courage   Passion   Impact

Learn more about our values: https://www.rmit.edu.au/about/our-strategy/values

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy, it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.
Know – We are self-aware, and understand our stakeholders, our sector and priorities.
Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, Experience, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT Audiences" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners

Position Summary

The QA Lead is responsible for driving quality outcomes within the Capability Program by providing clear, timely visibility of QA status, risks, and progress to the Portfolio QA Manager.

This role starts as a hands-on QA leader and enabler, embedding quality early, supporting delivery teams, and establishing fit-for-purpose QA team. Over time, the role may expand to build and mature QA capability across the program as complexity and scale grow.

The QA Lead plays a critical role in ensuring QA and testing is well planned, visible, and valued, while operating within a governed delivery environment and supporting modern, streamlined QA approaches.

Key Accountabilities

QA Leadership and Enablement

- Act as the QA lead for the Capability Program, championing quality and testing best practice.
- Embed QA early in the delivery lifecycle and support teams to plan appropriate test effort, scope, and timelines.
- Enable delivery teams to understand and adopt agreed QA frameworks, standards, and ways of working.
- Influence project managers and delivery leads to treat testing as a core delivery discipline.

Visibility, Reporting, and Risk Management

- Provide clear, accurate, and regular QA visibility to the Portfolio QA Manager.
- Maintain oversight of QA progress, coverage, risks, dependencies, and issues across the program.
- Highlight emerging risks early and support informed decision making at program level.
- Contribute to quality reporting, dashboards, and governance forums as required.

Hands-On Quality Assurance

- Perform hands-on QA activities where required, including test planning, execution, defect management, and coordination of testing activities.
- Support test design and execution across manual and automated testing approaches.
- Review key deliverables, test evidence, and readiness artefacts to support release decisions.
- Support transition to production by ensuring quality outcomes are clearly understood and documented.

Support Automation and Modern QA Practices

- Promote automation testing as part of delivery to production in line with portfolio QA direction.
- Support implementation and maintenance of automated tests within CI/CD pipelines where applicable.
- Encourage practical, efficient QA practices that reduce rework and operational tech debt.

Governance and Ways of Working

- Apply QA governance and quality controls appropriate to a structured delivery environment.

- Ensure QA artefacts, evidence, and quality gates are fit for purpose and proportionate.
- Support continuous improvement by identifying opportunities to streamline QA processes without compromising required controls.

Capability Growth and Continuous Improvement

- Establish consistent QA practices within the program to support stability and repeatability.
- Support onboarding and alignment of QA resources, including contingent staff.
- Identify opportunities to grow QA capability within the program as scope and maturity increase.
- Contribute ideas and lessons learned to improve QA practices across the wider portfolio.

Key Selection Criteria

Essential

- Experience working as a QA Lead or senior QA practitioner within project or program delivery.
- Strong understanding of testing fundamentals, QA lifecycle, and defect management.
- Ability to provide clear visibility, reporting, and risk communication to senior QA leadership.
- Comfortable working hands-on while also influencing and enabling others.
- Experience working in traditional or governance-heavy delivery environments.
- Strong communication and stakeholder engagement skills.

Desirable

- Experience with automation testing and CI/CD environments.
- Exposure to working in mixed teams of permanent and contingent resources.
- Experience supporting capability uplift or growing QA practices within a program.

Personal Attributes

- Highly organised, able to manage multiple work streams and stakeholder expectations.
- Pragmatic leader who enables quality rather than enforcing process.
- Confident communicator who can explain quality risks and trade-offs clearly.
- Collaborative and supportive, with a strong sense of ownership for outcomes.
- Curious and improvement-focused, with a desire to grow QA capability over time.

Qualifications

- Tertiary qualifications in Computing, Computer Science, or a related discipline.
- Equivalent combination of relevant experience and education/training will be considered

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.