Position Description – QA Lead

Position Details

Position Title: QA Lead

College/Portfolio: University Operations

School/Group: Information Technology Services

Campus Location: Based at the City campus

Classification: HEW 9

Employment Type: Fixed Term Contract

Time Fraction: 1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.
https://www.rmit.edu.au/about/our-locations-and-facilities

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.
https://www.rmit.edu.au/careers

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.
https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings

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 a **technically hands-on leadership role** within the Information Technology Services (ITS) function. The position provides quality leadership across multiple squads (each with their own QA Engineer and QA Analyst), ensuring consistent testing practices, stakeholder engagement, and delivery of high-quality solutions.

The QA Lead acts as an **enabler**, aligning with the broader QA vision to uplift quality engineering practices across projects and platforms. The QA Lead combines strong stakeholder management skills with technical expertise in performance testing, test automation, and CI/CD pipelines.

The QA Lead guides, reviews, and supports QA Analysts across squads, stepping in hands-on when needed. A broad understanding of application architecture, the test pyramid, and modern delivery practices is essential. Salesforce experience is advantageous but not mandatory, as the role requires adaptability and the ability to quickly learn new platforms.

Reporting Line

Reports to: QA Manager

Direct reports: 4-8 people

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Provide **quality leadership** across delivery squads, ensuring consistent QA practices and alignment with overall quality strategy.
- Act as an **enabler** for quality outcomes, ensuring squads are supported to deliver high-value testing aligned to strategic goals.
- Define, maintain, and take accountability for test strategy, test planning, and overall test effectiveness across squads and projects.
- **Drive test efficiency** by ensuring appropriate levels of testing at unit, integration, API, UI, and non-functional layers, applying the Test Pyramid principles.
- **Lead and support** QA Engineer and QA Analysts in project delivery, acting as a **hands-on** contributor where required.
- Oversee QA resourcing across squads, ensuring skills and effort are allocated effectively to meet delivery timelines and priorities.
- Engage with **senior business stakeholders**, building strong relationships and knowing when and how to escalate quality risks.
- Define, review, and implement **performance test strategies**; analyse performance test results and advise on remediation.
- Contribute to the **design, build, and maintenance of test automation frameworks** and their integration into CI/CD pipelines.
- Apply the principles of the Test Pyramid to guide testing strategy across unit, API, UI, and non-functional testing.
- Collaborate with Developers, Business Analysts, Release Managers, and DevOps Engineers to ensure quality is embedded throughout the delivery lifecycle.
- Conduct reviews of test strategies, test plans, and automation code to ensure quality, scalability, and maintainability.
- Promote a shift-left mindset by driving early quality engagement in design and development.
- Share expertise and mentor QA Analysts, encouraging technical growth and knowledge sharing.
- Stay current with QA methodologies, frameworks, and tooling to continuously improve QA practices.
- Ensure compliance with relevant industry standards, best practices, and internal policies.

Key Selection Criteria

1. Minimum 5 years' experience in Quality Assurance, with proven experience in both manual and automation testing.
2. **Demonstrated leadership in** coordinating QA delivery **across multiple squads or streams**.
3. Salesforce testing experience (Service Cloud, Lightning, Classic) is advantageous and ability to quickly learn and adapt to new platforms is essential
4. Strong stakeholder management skills, with the ability to engage senior business stakeholders, communicate risks clearly, and escalate appropriately.
5. **Hands-on experience** in performance testing strategy and analysis (e.g., JMeter, K6), with the ability to guide others in execution.
6. Proven experience designing, building, and optimising automation frameworks (e.g., Playwright, Selenium, Cypress) and integrating them into CI/CD pipelines (e.g., Jenkins, Azure DevOps, AWS CodeBuild).
7. Strong technical knowledge of software architecture, QA principles, and the Test Pyramid.

8. Experience working in Agile environments, collaborating with developers, BAs, and DevOps engineers.
9. Strong communication and mentoring skills, with the ability to guide, review, and support QA Analysts.
10. Commitment to continuous learning, staying abreast of industry trends, tools, and practices

Qualifications

- Tertiary qualifications in Computing, Computer Science, or a related discipline.

Note: Appointment to this position is subject to passing a 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.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: