



Position Description – Senior QA Analyst

Position Details

Position Title:	Senior QA Analyst
College/Portfolio:	University Operations
School/Group:	Information Technology Services
Campus Location:	Based at the City campus
Classification:	HEW 8
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 Senior QA Analyst is a technically QA focused role within the Information Technology Services (ITS) function. The position applies quality engineering principles to uplift QA practices across projects, platforms, and business-as-usual (BAU) activities.

The Senior QA Analyst will design, build, and maintain test automation frameworks, integrate QA activities into CI/CD pipelines, and promote a shift-left mindset across the software delivery lifecycle. They will also manage and perform testing activities, including manual testing, test planning, defect management, and reporting, ensuring solutions meet functional and non-functional quality standards.

Working closely with Developers, Business Analysts, QA colleagues, and other stakeholders, the Senior QA Analyst will foster a collaborative approach to delivering quality outcomes. They are expected to be self-driven learners with a genuine hunger to stay current with new tools, frameworks, and techniques, and to share their knowledge through coaching and well-documented processes.

Reporting Line

Reports to: QA Manager

Direct reports: Not applicable

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

- Perform hands-on testing (manual and automated) across the development lifecycle, including defect identification, triage, and resolution tracking.
- Embed QA activities into **CI/CD pipelines** (e.g., Jenkins, AWS CodeBuild, Azure DevOps) to enable automated quality checks.
- Apply the principles of the **Test Pyramid** to guide testing strategy across unit, API, UI, and exploratory testing layers.
- Develop and execute test strategies, plans, scenarios, and cases for both functional and non-functional testing.
- **Collaborate** closely with Developers, Business Analysts, Release Managers, and DevOps Engineers to identify and address quality risks early.
- Write and optimise SQL queries for data preparation, validation, and verification.
- Use **GIT and Jira** to manage source code, track work, and report QA progress.
- Promote and facilitate a **shift-left QA approach**, advocating for early engagement in design and development phases.
- **Coach team members and stakeholders** on quality engineering practices and automation usage.
- Perform **in-depth root cause analysis**, pairing with accountable owners to engineer robust, long-term solutions.
- **Drive continuous improvement** in QA practices, processes, and tooling, **optimising** for speed, quality, and maintainability.
- **Mentor QA Analysts**, fostering skill growth and technical excellence.
- Create **clear, reusable documentation for frameworks, processes**, and best practices to enable ongoing learning and reuse.
- Become an Active Contributor to the **QA Community of Practice**, sharing technical solutions and insights across teams.
- Maintain a **proactive approach to continuous learning**, staying current with evolving tools, frameworks, and QA methodologies.
- **Ensure compliance** with relevant industry standards, best practices, and internal policies.

Key Selection Criteria

1. Minimum 5 years' experience in Quality Assurance, with expertise in both manual and automation testing in Agile and Waterfall environments.
2. Hands-on experience testing **Salesforce applications** (Service Cloud, Lightning, Classic) across profiles, permission sets, and environments (QA, SIT, UAT). Skilled in configurations, SOQL, and presenting UAT showcases
3. Experience testing Salesforce integrations with external systems using APIs, MuleSoft, and tools like Workbench to validate data flow and functionality.
4. Strong experience with **API and performance testing tools** (e.g., Postman, JMeter, K6) and willingness to adopt new tools where appropriate.
5. Ability to apply the **Test Pyramid principles** to optimise test coverage and efficiency.
6. Demonstrated capability to work **collaboratively** with developers, BAs, and other stakeholders to improve quality outcomes.
7. Strong **communication skills**, with the ability to **coach**, **mentor**, and **document** processes for knowledge sharing.
8. Broad technical acumen across application platforms, **cloud infrastructure**, and **development frameworks**.

9. Proven ability to adapt to **changing priorities**, manage multiple initiatives, and deliver within deadlines.
10. Commitment to **self-driven continuous learning** and staying abreast of industry trends in QA and test automation.

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:
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