



Position Description – Senior QA Analyst

Position Details

Position Title: Senior QA Analyst

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: Fixed Term Contract

Fixed Term Reason: Specific Task or Project

Reporting Line: QA Manager

No. of Direct reports: N/A

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 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.

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**.

Qualifications

- Tertiary qualifications in Computing, Computer Science, or a related discipline.
- Certifications such as ISTQB Advanced Level, CSQA, or equivalent
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.