

Standard Job Profile

POSITION TITLE:

TEST MANAGER

IT Service Assignment: Major and Minor Modifications

Profile-IT® Role Groups: Management Roles, Analyst Roles, Designer Roles

Profile-IT® Roles: IS/IT Manager, Test Analyst, Test Designer

STANDARD DESCRIPTION:

“The IS/IT Manager is responsible for managing and overseeing the operational processes, people and service outcomes of the IS/IT Organization.”

“The Test Analyst Role is responsible for identifying and defining the required tests, monitoring detailed testing progress and results in each test cycle and evaluating the overall quality experienced as a results of testing activities. The role typically carries the responsibility for appropriately representing the needs of the stakeholders that do not have direct or regular representation on the project.”

“The Test Designer role is responsible for defining the test approach and ensuring its successful implementation. The role involves identifying the appropriate techniques, tools and guidelines to implement the required tests, and to give guidance on the corresponding resource requirements for the test effort.”

POSITION RESPONSIBILITIES:

ITIL® Process Assignment:

- Change Management Process (Business Process Analyst, Business Designer, Test Analyst)

ITIL® Process Objectives:

Change Management Process:

- Carry out of changes in a timely manner with minimal risk and within cost constraints.

ITIL® Key Performance Indicators:

- Number of successfully introduced changes.
- Ramifications of unsuccessful changes.
- Decrease in process costs.
- Meeting deadlines.

RUP®/USDP Discipline Assignment:

- Test Discipline

RUP®/USDP Discipline Purpose:

- Test Discipline
 - Identify change defects in quality.
 - Demonstrate that assumptions in design is feasible for execution.
 - Validate the execution and function of the change.
 - Validate that the requirements are met.

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ITIL® Key Performance Indicators:

- Definition and meeting of business aligned outcomes.
- Assignment of the right person to the right role.
- Monitoring and control for efficient and optimal process execution.
- Continuous improvement to achieve and improve on business aligned outcomes.
- Decrease cost.
- Greater customer satisfaction.

Profiled)IT(People Service Responsibilities:

Management, Co-ordination and Control: Management and Control of the I.T. Operations and Support Service which includes Planning, Staffing, Process, Tools, etc. The outcome should be a managed service with efficiency relative to cost.

Management Reporting and Client Interfacing: Report at senior management level on key service metrics. This will be evident from your monthly Management Report. The outcome should be Informed Management and Customers

Exception Handling: You will be required to handle any exceptions where the standard operating practices from the Organization (People and Process) does not deliver the desired outcome. The outcome should be all exceptions managed and resolved to conclusion, with the objective of eliminating recurrence.

Continuous Improvement: Implement and practice continuously improve practices and outcomes. This should be evident from the number of continuous Improvement of outcomes achieved.

Interactions:

- Change Management Roles: Project/Program Management.
- Other Project Roles: Analysts, Designers
- Management Roles: Deployment and Release Manager, Service Level Manager,
- Customers.

COMPETENCIES:

Key Personality Attributes as per Gallup International StrengthFinder® Strengths:

- **Achiever:** People strong in the Achiever theme have a great deal of stamina and work hard. They take great satisfaction from being busy and productive.
- **Arranger:** People strong in the Arranger theme can organize, but they also have a flexibility that complements this ability. They like to figure out how all of the pieces and resources can be arranged for maximum productivity.
- **Command:** People strong in the Command theme have presence. They can take control of a situation and make decisions.
- **Communication:** People strong in the Communication theme generally find it easy to put their thoughts into words. They are good conversationalists and presenters.
- **Developer:** People strong in the Developer theme recognize and cultivate the potential in others. They spot the signs of each small improvement and derive satisfaction from these improvements.
- **Individualization:** People strong in the Individualization theme are intrigued with the unique qualities of each person. They have a gift for figuring out how people who are

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- different can work together productively.
- **Focused:** People strong in the Focus theme can take a direction, follow through, and make the corrections necessary to stay on track. They prioritize, then act.
 - **Maximizer:** People strong in the Maximizer theme focus on strengths as a way to stimulate personal and group excellence. They seek to transform something strong into something superb.
 - **Responsibility:** People strong in the Responsibility theme take psychological ownership of what they say they will do. They are committed to stable values such as honesty and loyalty.
 - **Consistency:** (formerly Fairness) People strong in the Consistency theme are keenly aware of the need to treat people the same. They try to treat everyone in the world with consistency by setting up clear rules and adhering to them.
 - **Discipline:** People strong in the Discipline theme enjoy routine and structure. Their world is best described by the order they create.

Please note that these are only guidelines. Different strengths may be required based on the dynamic of the team or the organization.

Profile-IT® Role Competency:
IS/IT Manager Competency:

- **Team Sourcing, Composition and Motivation:** “I am highly capable of identifying the right person for the right job, using the person in the right role, and motivating him or her for outstanding and top performance.”
- **Systems Perspective:** “I am highly capable of identifying, owning and being responsible for key processes and tasks under my management, knowing clearly what my team requires to succeed, and what my team must provide for others in the organization to meet their objectives.”
- **Persuasion and Motivation:** “I am highly capable of persuading and motivating staff under my management to continuously increase their performance and output, and can similarly persuade and motivate my colleagues and customers towards a common and beneficial set of improving goals and objectives.”
- **Structured Innovation and Continuous Learning:** “I am adept in SixSigma™, TurboSigma™ or equivalent approaches to organizational and personal learning that include both continuous improvement of existing approaches and significant change leading to new goals and approaches that are manifest in my daily work at personal, work unit and organizational levels and that addresses problems at their root causes.”
- **Service and Product Delivery Outcome Focus:** “Every member of my team and I, am highly knowledgeable of the key elements contained within the service or product of my team, and the elements' required performance as to influence customer's and user's views and decisions relative to future purchases, use and continued relationships, and is highly capable in aligning these elements with customer expectations.”
- **Financial Control:** “I am highly capable of setting, controlling and optimizing the application of financial resources entrusted to me and my team, in relation to my operational responsibilities and key target service or product outcomes.”
- **IS Operations Knowledge:** “I am highly knowledgeable of industry accepted, and commonly used solutions delivery life-cycle (SDLC) and service management approaches like ITIL, and the required underlying processes, principles and supporting organizational structures and roles.”

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- **People Management:** “I am highly capable of facilitating the clear definition of responsibilities and outcomes of my staff, and can encourage the personal development, and give recognition to each individually for using their personal strengths in meeting and / or exceeding their objectives.”
- **Agility:** “I am highly adept in producing major improvements in response times and driving innovation cycle time.”
- **Management by Fact:** “I am highly capable of identifying measurements from business needs and strategy that will provide the critical data and information about key process, outputs and results to effectively manage performance excellence.”

Test Analyst Competency:

- **Knowledge of Testing Approaches, Techniques and Tools:** “Highly capable in defining the testing approaches, testing techniques and tools used for systems testing, and monitoring the overall quality of the testing effort.”
- **Knowledge of Systems and Architectures Being Tested:** “I know the systems that I test well.”
- **Diagnosis and Problem Solving Systems and Functional Defects:** “I am highly competent in diagnosing and solving problems with system defects.”
- **Programming and De-Bugging Skills:** “I am highly competent in programming and de-bugging software components.”
- **Experience in the Practice of Testing, and Common Systems failures and Faults:** “Competent in testing the functionality of a system and relating outcomes with the intended outcomes and role the system is to play, and I know common systems failures, faults and shortcomings of systems in meeting business value outcomes”

Test Designer Competency:

- **Knowledge of Testing Approaches, Techniques and Tools:** “I am very knowledgeable and capable of defining and specifying the testing approaches, testing techniques and tools used for systems testing.”
- **Knowledge of Systems and Architectures Being Tested:** “I know the systems that I test well.”
- **Test Design Experience:** “I am highly competent in designing, and planning the testing efforts for the implementation or changing of a system.”
- **Programming and De-Bugging Skills:** “I am highly competent in programming and de-bugging software components.”
- **Practice of Testing:** “I know how to test systems well.”

INDUSTRY AND TOOL KNOWLEDGE AND SKILLS:

To be included as per the requirements of the Position. Include market, industry, function, technology, solutions, platforms, versions etc. that apply to this position.

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