

Position Description

Position Title:	IT Systems Tester (Mid-Level)
Department:	Technology Services
Reports To (Position):	Team Lead: Quality Assurance
Function(s) directly reporting to this position:	NIL
Primary work location:	Work from home/Hybrid/GRV Offices/Other

ORGANISATIONAL OVERVIEW

Greyhound Racing Victoria (**GRV**) is the statutory authority responsible for regulating, conducting, and promoting the sport of greyhound racing and greyhound welfare in our state. The sport generates \$643 million in economic activity, returns over \$75 million in prize money, rehomes more than 2,600 greyhounds, and directly involves over 17,000 people. Our vision is "Victorian greyhound racing is a vibrant, entertaining and thriving sport with animal welfare at its heart". The integrity of the sport and the welfare of greyhounds are both significant components of the strategic objectives of GRV.

POSITION SUMMARY (RESPONSIBILITY)

The **Mid-Level IT Systems Tester** will be responsible for executing both manual and automated testing activities to ensure the quality and functionality of the organisation's internal and external business systems. This role involves contributing to test strategy development, execution of test cases, and defect management. The Mid-Level IT Systems Tester will collaborate closely with cross-functional teams, including developers and business analysts, to identify, document, and resolve issues. They play a critical role in improving test automation practices and delivering reliable software solutions.

FREEDOM TO ACT / DECISION MAKING (ACCOUNTABILITY)

- Direct budget accountability: No direct budget accountability.
- Leads team/function: May mentor junior testers, though no direct team leadership.
- Works under minimal supervision, making autonomous decisions on test case execution, defect identification, and reporting, while adhering to established testing protocols and standards.
- Applies internal company policies and procedures to ensure compliance with quality assurance and software testing standards.
- Escalates complex issues to senior testers, the Quality Assurance Team Lead, or management when necessary.

KEY WORKING RELATIONSHIPS

EXTERNAL	INTERNAL
External consultancies, agencies and technology providers (where applicable)	IT Business Solutions Team
Clubs (where applicable)	IT Business Transformation Team
Other greyhound authorities (where applicable)	Developers and Business Analyst
Greyhounds Australia and other jurisdictions (where applicable)	GRV Business Units (Business Owners/Project Managers)
	Other QA and IT team members
	IT Technology Enablement Manager
	Head of Technology (CDIO)
	Senior Leadership Team, Executive Leadership Team (where applicable)

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
Automation Testing	<ul style="list-style-type: none"> Contribute to the development and execution of automated tests, assisting in the creation and maintenance of test scripts within the existing framework. A mid-level tester applies best practices learned from senior team members to improve automation processes. They actively participate in reviewing and updating automated tests to ensure that test coverage is optimised, thereby helping the team reduce manual testing and increase efficiency. 	<ul style="list-style-type: none"> Execution of automated tests with improved efficiency and successful identification of system issues.
Manual Testing	<ul style="list-style-type: none"> Perform manual testing to verify system functionality against defined requirements, ensuring test cases are executed thoroughly. The tester is responsible for logging any defects found, providing clear documentation, and ensuring that manual tests cover all relevant scenarios. Working under supervision, the mid-level tester demonstrates increasing independence in handling more complex test cases. 	<ul style="list-style-type: none"> Completion of manual tests with accurate defect reporting and thorough test case coverage
Defect Management	<ul style="list-style-type: none"> Identification and documentation of defects, using tools such as Jira or Manage Engine. The tester collaborates with the development team to resolve issues, following up to ensure defects are addressed promptly. As a mid-level tester, they become more proactive in reporting issues and ensuring timely resolutions, improving system stability. 	<ul style="list-style-type: none"> Timely defect identification and accurate reporting with successful resolutions in collaboration with development teams.
Stakeholder Engagement	<ul style="list-style-type: none"> Participate in discussions with QA team members, developers, and business stakeholders to understand testing requirements. The tester plays a supporting role in aligning testing efforts with business goals and ensuring that objectives are met. They provide regular updates on testing progress and gather feedback from stakeholders to refine testing approaches. 	<ul style="list-style-type: none"> Successful communication of testing progress and alignment with stakeholder expectations.
Test Case Development	<ul style="list-style-type: none"> Independently create and execute test cases, both manual and automated, ensuring they meet project timelines and quality standards. The mid-level tester takes responsibility for ensuring test cases are clear, comprehensive, and aligned with system requirements. As they gain experience, they take on more complex test case development and execution tasks. 	<ul style="list-style-type: none"> Successful development and execution of test cases with a focus on quality and adherence to timelines.
Automation Learning/Expertise	<ul style="list-style-type: none"> Support the improvement of automation processes by assisting in updating automation scripts and frameworks. The tester takes a more active role in maintaining automated tests, learning from senior team members while contributing to framework enhancements. They work to ensure that automation efforts are efficient and align with the overall testing strategy. 	<ul style="list-style-type: none"> Contribution to automation improvements and successful maintenance of automation scripts.
Project Management Methodologies	<ul style="list-style-type: none"> Apply testing processes to a variety of project management methodologies, such as Agile and Waterfall. The tester adapts their testing approach based on the methodology being used and ensures that their work supports the overall project delivery. As a mid-level tester, they gain confidence in adjusting their practices to different methodologies and provide feedback to improve processes. 	<ul style="list-style-type: none"> Effective adaptation to multiple methodologies with testing activities aligning to project requirements.

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
Collaboration	<ul style="list-style-type: none"> Work closely with other team members during test planning and setup, contributing to the preparation of testing strategies and environments. The mid-level tester plays a key role in ensuring that the testing environment is properly prepared and actively supports the broader team's efforts to achieve testing objectives. 	<ul style="list-style-type: none"> Active participation in test planning and effective contributions to testing strategies and environment setup.
Technical Skills	<ul style="list-style-type: none"> Continue to develop technical skills in using testing tools, automation frameworks, and programming languages. The mid-level tester is expected to demonstrate proficiency in key testing technologies and independently troubleshoot basic technical issues. They regularly engage in upskilling activities to refine their expertise and contribute to technical improvements. 	<ul style="list-style-type: none"> Consistent improvement in technical proficiency, with successful application of tools and automation frameworks in testing.
Compliance	<ul style="list-style-type: none"> Ensure that all testing activities comply with internal policies and procedures, including quality assurance standards and any regulatory requirements. The mid-level tester is responsible for adhering to established compliance protocols and completing required training. They also support audits or compliance checks by providing accurate documentation of their testing activities. Regularly attend and actively contribute to team meetings. Actively contribute to the ongoing initiatives in the Greyhound racing industry. Undertake any other reasonable tasks as directed by management. Ensure knowledge of relevant policies, procedures, guidelines, and work methods is actively maintained. Complete all mandatory and scheduled training as requested. 	<ul style="list-style-type: none"> 100% adherence to compliance standards and successful completion of all required compliance training. Continuous improvement outcomes. Internal and external customer feedback. GRV policy, procedures, and guidelines compliance. Mandated and scheduled training up to date.
Health, safety, and wellbeing	<p>As an employee:</p> <ul style="list-style-type: none"> Take care of your own health, safety, and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace. Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and GRV policies. Promote an open and active safety management and wellbeing culture. Maintain a safe working environment within your area of responsibility. 	<ul style="list-style-type: none"> Role model safe work practices always. Actively support and promote safety and wellbeing. Incidents, accidents, and hazards reported as soon as possible.

PERSON SPECIFICATION	
Education / Qualifications	
<ul style="list-style-type: none"> Bachelor's degree in information technology, Computer Science, or a related field with at least 4 years of relevant work experience, including a solid background in both manual and automation testing. Diploma or Certificate in Software Testing – covering foundational concepts in software quality assurance, testing methodologies, and test automation. Technical Certifications in relevant areas (Preferable): <ul style="list-style-type: none"> ISTQB Certified Tester – Foundation Level (CTFL): Provides a solid understanding of fundamental software testing principles. Certified Software Tester (CSTE): Focuses on quality assurance principles and best practices in software testing. Certified associate in software Testing (CAST): Validates basic knowledge and skills in software testing. Programming Knowledge: Proficiency or coursework in programming languages such as: <ul style="list-style-type: none"> Python, Java, C#, Angular, Node.js, TypeScript, JavaScript, .Net Core SQL for database testing. Automation Tools Proficiency: Proficiency with automation tools, which could be gained through certification or practical learning, including: <ul style="list-style-type: none"> Playwright Selenium WebDriver GitHub JIRA JMeter, HP LoadRunner or TestComplete Agile and Project Management Certifications (Desirable): <ul style="list-style-type: none"> Certified Scrum Master (CSM) or Certified Scrum Product Owner (CSPO) for understanding Agile methodologies. AgilePM Foundation for project management insights. Additional Technical Training: Courses in areas like (Desirable): <ul style="list-style-type: none"> API Testing (Postman, SoapUI). Continuous Integration/Continuous Deployment (CI/CD) processes. Version Control Systems like Git. ITSM/ITL certifications and the use of tools such as Manage Engine. 	
Key Performance Indicators	
<ul style="list-style-type: none"> Precise execution of test cases, ensuring coverage and alignment with testing objectives. Prompt identification and resolution of defects, minimising impact on system performance and project timelines. Consistent positive feedback from senior testers, developers, and stakeholders, reflecting strong collaboration and testing outcomes. Timely completion of all training and compliance activities, demonstrating commitment to professional development and adherence to organisational standards. 	
Attributes, Knowledge, and Skills	
<p>Personal Attributes, being the behaviours and qualities needed to ensure success:</p> <ul style="list-style-type: none"> Exceptional attention to detail, ensuring thorough testing and accurate issue identification. Proactive in learning and expanding skills in a dynamic, fast-paced environment. Effective team collaboration, working seamlessly with cross-functional teams to achieve testing and project goals. Adaptable and open to guidance, contributing positively to team efforts while taking ownership of tasks. Effective team player with strong analytical, problem-solving, and time management skills. Self-motivated, delivery-focused, and detail-oriented, with the ability to collaborate across teams. <p>Knowledge, being the demonstrated understanding/application/delivery of:</p> <ul style="list-style-type: none"> Solid understanding of both manual and automated testing processes, including mobile, API, and cross-browser testing, ensuring comprehensive test coverage. Proficient with commercial automation tools such as Playwright, Selenium WebDriver, Protractor, and Appium, with experience in automated functional test frameworks and performance test analysis. 	

- Strong knowledge of JavaScript, TypeScript, C#, .Net Core, and databases like TSQL, MSSQL, and Postgres, enhancing test scripting and automation capabilities.
- Experience with Agile project management methodologies and tools like JIRA, applying Agile principles to streamline testing and development workflows.
- Familiarity with the greyhound racing industry is advantageous.

Skills, being the demonstrated ability to:

- Strong written and verbal communication skills, enabling effective collaboration with cross-functional teams and clear documentation of test results.
- Proven problem-solving and analytical abilities, with a focus on identifying issues and improving testing processes.
- Effective time management and task prioritisation skills, ensuring timely completion of testing activities.
- Keen to expand expertise in automation testing and testing frameworks, continuously improving testing proficiency.
- Proficient with testing tools, such as Jira for defect tracking, to efficiently log and manage defects.

Inclusion, Diversity & Belonging Statement

GRV is committed to building a workplace that not only respects but embraces difference and sees diversity as an essential part of our success. GRV is an organisation that is driven by values and strives for a culture of inclusion where all people feel respected, valued, listened to, inspired and that they belong.

Position description accepted by:

NAME: _____ **DATE:** _____

SIGNATURE: _____