
Role Mandate

Job Title: Test Analyst
Function /CFBU: IT
Dimensions of the Job:
Reports to:
Location:

Job Summary:

To test software developed by software analysts to ensure that it fulfils requirements as defined in the Document of Change specification and has no adverse effects on existing functionality. To prepare deliveries of verified software in accordance with specified procedures, where relevant.

Responsibilities :

Testing

To produce comprehensive test cases using Zephyr Enterprise, in accordance with the test standards.

To demonstrate effective program testing, in accordance with the test standards.

To assist the Test Manager to conduct specific program and full system tests, as required.

To generate and monitor the return of bugs sent to Software Analysts.

To ensure that Jira and Zephyr are updated in line with testing process.

To compile user release notes.

To compile implementation notes.

To ensure that delivery requirements are understood and carried out accordingly if required.

Programming and Technical Skills

To comply with the standards compiled by the Test Manager.

Document of Change (DC)

To demonstrate an understanding of the software.

To demonstrate an understanding of the business requirements as

discussed in the Story Mapping session in order to prepare effective test scripts.

To feedback to analysts any omissions or ambiguities identified within the Document of Change.

Internal Systems

To demonstrate effective use of the Internal Administration System (IAS) Jira and Confluence or any other system as required. In particular to maintain high standards in the management of:

- Timesheet entries
- Deliveries

Support

Develop a detailed knowledge of the retail and wholesale and distribution system.

Develop a detailed knowledge of the Phoenix business processes.

Learn to effectively communicate with Phoenix with regard to testing or training support matters:

- On the telephone
- Skype/Microsoft Teams
- On site Third Party Products Develop a working knowledge of approved third party software and hardware used in the Phoenix environment.

Internal Facilitation

Develop and maintain knowledge of relevant internal policies and procedures.

Demonstrate effective assistance to all colleagues.

Demonstrate effective communication skills.

Demonstrate effective time management, so that workloads are managed in accordance with predefined time scales.

Maintain appropriate records where required.

Documentation

To assist the Test Manager in the production of system manuals, training documentation and process flows, upon request.

Other Duties & Responsibilities

To perform any other duties that are deemed fit by the Software Development Manager

Key Experience, Knowledge, Skills & Qualifications:

Qualifications

Essential:

Minimum of 5 GCSE's including Maths and English I
SEB/ISTQB in software testing

Desirable:

3 A levels at grade C and above. A degree or relevant professional qualification

Experience Essential:

SQL, UNIX, Jira, Confluence, Test Management Tools

Desirable:

Experience in distribution and wholesale
Test Automation Experience

Skills

Essential:

Proven interpersonal and communication skills to work at all levels within the organisation.

IT skills particularly in MS office applications i.e. word, excel etc.

Analytical thinking.

Proactive and supportive team player.

Self starter who is able to work effectively with minimum supervision.

Focus on detail and accuracy.

Desirable:

Highly motivated with the ability to influence and inspire others.

Commercial awareness.

Negotiating.

Organising.

Reliable and conscientious

Key Interfaces

PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership



a PHOENIX company

Date Created Reviewed:	
Business Functional Lead Name: (CAPITALS) Signature:	
HR Lead Name: (CAPITALS) Signature:	

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Business

Customer

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Quality

People

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement