

*Position Description*

Test Analyst

*Location:* Palmerston North



*Reporting to:* Manager Testing

*Business Unit:* Business Information Services

*Direct Reports:* Nil

*Date Last Reviewed:* March 2023

### *About FMG*

***Formed by farmers for farmers over a century ago, FMG is New Zealand’s leading rural insurer providing risk advice and insurance solutions for farmers, growers, commercial businesses, the lifestyle sector and domestic clients.***

***We’re proudly 100% New Zealand owned and operated and our focus is on helping our clients to achieve their goals.  As a mutual organisation, we’re all about giving rural New Zealanders a better deal, and part of this involves reinvesting all profits back into the business to keep premiums low and ensure the future sustainability of the organisation.***

### *FMG’s Values*

The FMG brand represents promises about what customers can expect from us and each of us is responsible for delivering on these promises. Living our company values means we deliver the best brand experience for our customers. Our company values are:

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| --- | --- |
| * Do what’s right | * Make it happen |
| * We’re in it together | * Proud of who we are |

### *Work Environment*

We strive to provide an environment that promotes and fosters achievement. We place importance on career development and training to give our people the tools they need to succeed.

The Business Information Services (BIS) team culture is based on open and honest communication, where authority and accountability are clear. Both challenges and opportunities are shared to bring about delivering the best solution, whilst improving FMG’s core capabilities in information management practices.

### *Purpose of the role*

The Test Analyst works closely with key internal and external stakeholders to ensure that software applications meet specified or unspecified requirements and outputs are of a high quality, by planning and executing tests, preventing, identifying, and tracking defects, and continuously improving the testing practice.

### *Key Responsibilities*

| Area | Responsibilities |
| --- | --- |
| Testing | * Selects appropriate testing approach, including manual and automated testing (with emphasis on automated testing, where applicable) * Participates in requirement, design, and specification reviews, and uses this information to design test plans and test cases * Performs testing activities across all stages and iterations of product, systems, and service development * Adopts and adapts appropriate testing methods, automated tools, and techniques to solve problems in tools and testing approaches * Collaborates across parties involved in product, systems or service design and development to enable comprehensive test coverage * Identifies improvements in requirements, design or specification processes to increase the effectiveness and efficiency of testing * Analyses and reports on test activities, results, issues, and risks, including the work of others * Measures and monitors application of standards for testing. Assesses risks and takes preventative action * Identifies improvements and contributes to the development of organisational policies, standards, and guidelines for testing |
| Definition and Application of Technical Standards | * Assists with the development and promotion of Quality Standards and Processes to support delivery * Participates and contributes to FMG’s Quality Assurance Practice |
| Relationship Management and User Engagement | * Good working relationships are maintained with all internal and external clients * Provides user support as and when required |
| FMG Company Values | * To promote the “FMG Way” through displaying the values of FMG which are: do what’s right; make it happen; we’re in it together; and proud of who we are |
| Systems Architecture & Application Infrastructure | * Maintain an awareness of the FMG systems architecture and associated infrastructure guidelines |
| Service Support | * Demonstrate a customer centric approach by ensuring work is completed on time and to a high standard. Given the nature of services provided by Business Information Services, this may require working outside of normal business hours or working additional hours |
| Other Duties | * Completes tasks in agreed timeframe and provision of appropriate progress reports to the satisfaction of the Test or Project or Delivery Manager * Undertake tasks as directed by the Head of Technology or Chief Information Officer from time to time |
| Health & Safety | * Complies with safety and wellbeing policy and procedures, including accident and incident reporting and hazard management requirements * Works in a safe manner at all times and does not undertake activities without appropriate training |

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| **COMPETENCIES** | |
| *\*see competency framework for behaviours expected at each level* | *Expected Level* |
| **Customer Driven (Internal & External)**  A commitment to understanding the needs and best interests of both internal and external customers, in order to provide them with outstanding customer service and help them to make informed decisions. | Intermediate\* |
| **Accountability**  Taking personal ownership of decisions, behaviour, and development, and being responsible for how these actions impact on the wider organisation and customers. | Intermediate\* |
| **Adaptability**  Demonstrating a willingness to engage in a changing environment and being flexible and comfortable working with change. | Intermediate\* |
| **Motivation and Drive**  The determination to achieve goals and strive for excellence. | Intermediate\* |
| **Relationship Building**  Developing and maintaining positive, professional relationships that are built on mutual trust and respect. | Intermediate\* |
| **Team Work**  Making a positive contribution to the FMG team and collaborating effectively with others to achieve objectives. | Intermediate\* |
| **Critical Analysis**  The capability to identify key issues, trends, or important facts from information and to question and probe. | Intermediate\* |
| **Problem Solving**  The ability to understand information from a variety of sources and think quickly on one’s feet. The ability to effectively combine verbal and numeric data into a coherent whole. | Advanced\* |

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| **KNOWLEDGE** | |
| **Qualifications** | ISTQB certification is desirable |
| **Business Awareness** | Understands the internal workings of FMG and how business works; understands FMG's position in the advice and insurance market and knows the competition. |
| **Systems Knowledge** | Working knowledge of FMG’s core systems and integration points |
| **Specialist Knowledge** | A general knowledge of Agile principles and practices, project management, systems development and FMG IT Architecture. |

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| **SKILLS** | |
| **Written Communication Skills** | Able to write clear, concise, and persuasive proposals and reports. |
| **Verbal Communications Skills** | Communicates clearly to present information to persuade and influence others. |
| **Listening Skills** | Demonstrates active listening skills through eye contact, paraphrasing, appropriate body language and checking understanding. |
| **Technology Skills** | Broad systems knowledge. Good understanding of modern Quality Assurance methodology, techniques, and tools. Demonstrates understanding of Quality Engineering practice. |

### *Relationships*

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| --- | --- | --- |
| External | Internal | Committees/Groups |
| * Systems providers | * BIS Team * BIAS Team * Business Unit Managers * Claims * System users | * Working groups |

### *Financial Authority Levels*

* No authority to approve or commit expenditure

### *Human Resources Authority Levels*

* Not applicable

### *Agreement*

I agree to the outline of the role as contained in this document and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I as Job holder, allow my Manager to gather information from third parties where necessary for the purposes of performance management.

*Name:  
  
Signature:  
  
Date:*