
QA TEST ENGINEER

OCTOBER 2021



Location:	Parkville
Division:	Orygen Digital
Classification/ Salary Range:	\$70,000 - \$85,000 p.a. (commensurate with skills and experience) plus superannuation and access to salary packaging
Employment type:	Full-time fixed term position available for 12 months (part-time arrangement also considered)
Position reports to:	Head of Engineering, Orygen Digital

1. POSITION SUMMARY

The Quality Assurance (QA) Test Engineer will play a central role in ensuring all MOST features are reliable, fully operational and of high quality before release to a user base of young people, health professionals and international partners. They will directly engage with users to triage support help-desk tickets, and have scope to contribute to software engineering and feature development of MOST according to their skill set. The QA Test Engineer will be expected to operate with some autonomy, with general direction from the Head of Engineering, Orygen Digital.

This role will support the smooth operation of MOST across these deployments, and will be joining a broad team of software engineers, designers, researchers, clinical psychologists, writers, artists, young people and frontline mental health professionals working together to improve young people's lives.

What is MOST?

Orygen Digital has already developed world-leading youth mental health technologies. Our flagship Moderated Online Social Therapy (MOST) platform is the first single digital solution specifically designed to integrate with, and address, the key limitations of current youth mental health services. MOST integrates peer-to-peer on-line social networking, individually tailored interactive psychosocial interventions and involvement of expert mental health and peer moderators to ensure the safety of the intervention and support user engagement. The elements of the model have been applied to online systems targeting specific populations including first episode psychosis, youth depression and families of young people experiencing a mental illness.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.

- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

As the digital division of Orygen, we have a mission to improve youth mental health care using engaging, ethical, and evidence-based technology. MOST is a social network and e-learning platform for young people struggling with their mental health, uniquely designed to integrate with face-to-face clinical care. We have an ambitious goal to make our MOST platform available to every youth mental health service in Australia by 2023.

In response to the COVID-19 crisis in 2020, Orygen Digital's MOST platform was generously supported by a \$6m grant from the Victorian Government to fast track its roll-out across the state, and a \$1m grant from the Telstra Foundation to iterate and improve the MOST technology platform. With funding recently renewed to 2023, and further national dissemination planned, we are set for ongoing team growth and product scaling. This position will play a central role in ensuring the successful implementation of the MOST platform across varied contexts.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQA+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES AND OUTCOMES

The QA Test Designer will:

- Collaborate closely with engineering and product teams.
- Collaborate and assist in design, development and evolution of CI/CD activities.
- Collaborate and assist in design, development and evolution of DevOps and DevSecOps activities.
- Analyse user stories and use-cases/requirements for validity testing, specification review, test coverage.
- Develop test plans, test strategy, and test scripts for new and existing features.
- Execute varying levels of testing (System, Integration and Regression).
- Design and develop effective, reusable and maintainable automation scripts, suites and pipelines.
- Promote and ensure use of testing techniques, methodologies and tools that ensure quality and outcomes are delivered and reported on.
- Handle software release test plans and test cases as well as identify, record and track defects following defect management processes.
- Manage and track quality coverage (testing, defects, bug fixes, KPI's etc).
- Act as gatekeeper for quality and engage with stakeholders at all levels to ensure excellence.

- Coordinate and conduct manual testing, including coordinating a small team of end user testing representatives for each release and contributing to quality assurance of content.
- Provide, maintain and extend MOST support help-desk to end users and stakeholders through various channels.
- Make significant contributions to the development and deployment of new test technologies and processes.
- Comply with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.
- Any other duties as reasonably requested by Head of Engineering, Orygen Digital.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Extensive testing environment background.
- Experience in a product-focused Quality Assurance (QA) role.
- Experience in manual and automated end-to-end testing, planning and deployment practices.
- Experience in testing web, API and/or mobile.
- Exposure to automation environments and test methods ensuring high code coverage.
- Excellent written and verbal communication, with proven ability to record, prepare and present issues in clear, concise and informative manner.
- Proficiency with testing tools (i.e, Qase, Behat, JMeter and Jest).
- Proficiency with MySQL and SQL usage.
- Proficiency with Jira, Confluence and Bitbucket.
- Experience with web development stacks.
- Impeccable attention to detail, software ethics, best practices and quality standards.
- An ability to problem-solve and exercise high level judgement in Quality Assurance (QA) and associated tasks, with skill in determining when to independently manage versus when to escalate.

5.2 Desirable

- Experience with an Apache/Nginx, MySQL and PHP stack.
- Experience with Selenium, Protractor and other frameworks.
- Proficiency with the Symfony web development framework.
- Proficiency with front-end programming frameworks (VueJS).
- Experience with digital health and/or social media-based systems.
- Understanding of youth mental health systems and the not-for-profit sector, and an ability to apply this knowledge to the Orygen Digital context.

6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- In line with Government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.
- Successful applicants will be required to provide proof of COVID-19 Vaccination prior to commencement.

7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	