

## Test Manager

### Role Description:

The Test Manager will be part of a growing and mature team for the country's leading cruise provider.

The primary objective of the Test Manager is to coordinate effective testing defined alongside the business making sure their requirements are met. In this vain you will manage your own workload of both internal and partner testing, ensuring we deliver an IT testing service that meets the current and future needs of the business at a cost-effective price point.

You will be part of the team, responsible for a suite of software and applications that are in use in our head office and on board our cruise ships around the world.

Self-motivated, curious and inventive in identifying issues that affect the quality of software applications, you will work as part of a team to build a software release that is reliable, resilient, and meets the needs of our customers.

<b>RUI:</b> (if updating existing JD)	995	<b>Grade:</b>	CUKo8	<b>DBS check required Y/N:</b>	Y
<b>Directorate:</b>	Carnival UK Shared Services	<b>Reports to:</b>	Manager, test, Release & Environments		
<b>Function:</b>	Carnival UK Technology	<b>Team:</b>	Technology Business Analysis, Process & Test		
<b>Direct reports :</b>	<b>Job Titles &amp; Level</b> <ul style="list-style-type: none"> <li>N/A</li> </ul>				

### Accountabilities:

- Work closely with IT colleagues (service desk, other third line teams, and project managers) and a variety of stakeholders to ensure required outcomes are achieved.
- Maintain close working relationships with business units and peers in other areas of Carnival UK.
- Build professional and effective relationships with customers, suppliers, and partners.
- Educate and lead on good practise, awareness and accountability for employees.
- Effective management of the testing team and their progress ensuring business requirements are meet at all times
- Model best practice in your own delivery, acting as a role model for other members of the test team and partner test resources. This includes consistently exceeding the defined Testing KPIs in your own delivery and supporting more junior members in the same vain.
- Work closely with customers, business analysts and developers to ensure effective test cases are created and then executed. This will include providing input on the definition of testable requirements and helping define the acceptance criteria.
- Track performance against quality assurance metrics such as defect counts, defect leakage, test coverage, possibly collating and analysing data for software delivery evaluation and improvement.
- Plan own workload and ensure the test team and test partner resources (both on and off shore) are aware.
- Execute detailed test plans for projects and BAU deliveries.
- Create and maintain of both functional and non-functional test cases.
- Assist in the planning, design and management of test data sets.
- Assist the planning and creation of appropriate automation tooling (e.g. test automation).
- Adhere to operational technical procedures and policies.
- Take initiative to keep skills up to date.
- Accountable for meeting allocated technical and/or project/supervisory objectives.
- Ensure the CAB process is adhered to and agreed processes are followed.
- Where appropriate, demonstrate the capabilities of a technical lead within projects and act as an SME for operational and project purposes.

- Execute agreed test cases across System Test, System Integration Test (SIT), Performance Test and Load Test, verifying that the delivered functionality fully meets the defined functional and non-functional requirements (evidenced by documented test outcomes).
- Delivery of factual, up to date test progress reports.

**Health, Environment, Safety, Security (HESS) Responsibilities:**

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

**General Responsibilities:**

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

**Scope:**

**Problem solving:**

- Easily distinguish between the severity of bugs/issues raised with the ability to make sense of complex situations
- Look beyond the obvious and doesn't stop at the first answer, able define problems accurately with the creation of measured steps for issue logging

**Impact:**

- Manage effective relationships and collaborate with a broad set of stakeholders across Carnival UK to ensure sustainable portfolio delivery
- Positively impact a high performing continuous improvement culture across the entire team role modelling behaviors and actions that support this
- As a team manager you will be responsible for the performance and development of Testing Team whilst ensuring standards are set and maintained

**Leadership:**

- Support and lead the Technology function ensuring continuous improvement
- Visibly champion and communicate the change portfolio vision, values and objectives and its link to strategic objectives to line reports, project and programme delivery teams and stakeholders.

**Demonstrable Behaviours:**

- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Always looking for ways to improve personally and to the way things work
- Focussed on prioritising the right things and planning to ensure success
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery
- Innovator who can develop new ideas and ways to improve the service we offer

**Knowledge, Experience and Qualifications::**

**Qualifications – essential:**

- N/A

**Qualifications – desirable:**

- Educated to degree level in a relevant area, e.g. Computer Sciences.
- Related professional qualifications e.g. ITIL Foundation, MSCE, RHCSA.

<b>Knowledge/ Experience – essential:</b> <ul style="list-style-type: none"> <li>• Proven experience as a test analyst, designing, executing test and troubleshooting large scale IT Network systems.</li> <li>• Knowledge of Microsoft Windows and technologies.</li> <li>• Understanding ITIL procedures.</li> <li>• Disaster Recovery and Business Continuity.</li> <li>• Exposure to Change Control Processes.</li> <li>• Strong experience with performance Monitoring Tools.</li> <li>• Strong technical skills with the ability to translate into robust solutions.</li> <li>• Experience of producing technical documentation.</li> <li>• In depth understanding of the full Software Delivery Lifecycle (ideally in both waterfall and agile models).</li> <li>• Experience of executing IT testing (System Test, SIT, Load, Performance, etc.) in complex (i.e. multi-project, multi-system) environments and aligned to multiple delivery methodologies (e.g. Waterfall and Agile).</li> <li>• Demonstrable experience in the timely delivery of test phases for medium-large scale IT programs/projects.</li> </ul>		<b>Knowledge/ Experience – desirable:</b> <ul style="list-style-type: none"> <li>• Expertise in TCP/IP, support and troubleshooting.</li> <li>• Knowledge of server network connectivity and teaming.</li> <li>• Understanding of web based technologies and virtual hosting.</li> <li>• Knowledge in VLANs, HP Procurve and Cisco network switches.</li> <li>• Experience of firewall technologies, ideally Cisco and Palo Alto.</li> <li>• Awareness of Information Security issues, threats and countermeasures.</li> <li>• Experience of delivering with vendor teams would be beneficial, ideally with an offshore component.</li> </ul>	
<b>Issue Date:</b>	April 2019	<b>Issued by (name):</b>	Steve Warren
<b>REWARD ONLY</b>	<b>Grade:</b>	<b>RUI:</b>	<b>Date Approved:</b>
			<b>Initials:</b>