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| SAP ID: 21005629 | |
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| **Senior Specialist Software Tester: Automation / Performance / Security** | |
| **Purpose** To ensure software testing (Automation / Performance / Security) is conducted in relation to the automated script design, build, execution and deploy using appropriate automation technologies; or to the cooperative vulnerability and penetration assessments, or to the scalability and responsiveness under a specified workload, of the specific application/s, within set timeframes and against specified outputs. | |
| **Theme of Work** Tactical Implementation Specialisation - L3(S) | **Job Family** IT: Technology |
| **OFO** 251901 | **Grade** 07 |
| **Occupation Level** Professionally qualified, experienced specialists and mid-management | **Minimum Functional Requirements**  Certified training in Testing Techniques (e.g. ITSEB or ISTQB Technical Testing).  Must have an in-depth knowledge of HP Quality Centre.  Must have a working knowledge of the following applications:  MS Word, MS Excel, MS PowerPoint and MS Project.  Must have the ability to interact effectively with other teams involved in project and maintenance testing effort.  Must be capable of producing and performance metrics as well as other necessary reports that meet the demands of individuals within project and maintenance team structures.  Must have the ability to code in at least 3 scripting languages.  Must have experience in using 3 or more performance testing tools and protocols.  Must have experience in writing SQL and DB2 queries.  Must have the knowledge of Network Architecture. |
| **Minimum Qualification & Experience Required** Relevant Bachelor's Degree / Advanced Diploma (NQF 7) AND 8-10 years' experience in a similar environment, of which 3-4 years ideally at operational specialist level  **OR**  Relevant IT Qualification/Certification and 8 years’ experience in automation/security/performance testing environment, and must have completed some form of advanced, certified training in Testing Techniques (e.g. ITSEB or ISTQB Technical Testing).  *ALTERNATIVE #*  Senior Certificate (NQF 4) AND 15 years related experience   *# The alternative qualifications and experience refers to internal minimum requirements* | |

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| **Generic Job Outputs** |

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| **Process** |

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| * \*\*Analyse and make recommendations about improvements to specialist systems, procedures and associated area's practice. *(Inherited output as influenced by the Level of Work (Job Architecture), per job across all jobs on the same level of work).* * \*\*Contribute to the optimum utilisation of org. resources, advising on effective planning and development of area of specialisation resource plans. *(Inherited output as influenced by the Level of Work (Job Architecture), per job across all jobs on the same level of work).* * \*\*Develop a single practice area in alignment with operational activity and procedural frameworks and ensure tactical implementation. *(Inherited output as influenced by the Level of Work (Job Architecture), per job across all jobs on the same level of work).* * Draw on own technical or professional expertise, knowledge & experience to identify & recommend tactical solutions to defined problems in practices. * Integrate business information, compare, analyse & produce reports to identify trends, discrepancies & inconsistencies for decision making purposes. * Optimise goal achievement through tactical strategy implementation and optimisation of practises, processes & systems across an internal value chain. * Plan for value-added, continuous practice & system improvements to deliver on objectives to enhance tactical implementation and excellence. * Proactively identify interconnected problems, determine its impact and use to develop best fit alternatives; best practice implementation solutions. * Translate top down policy in relation to own practice area and communicate impact to relevant stakeholders. * Recommend changes to optimise processes, systems, practice area and associated procedures and execute the implementation of change and innovation. * To actively participate in the testing life-cycle. * Define and setup Testing strategies and plans to enable current compatibility/backward compatibility testing to prevent software failure. * Review test requirements to be clearly identified, prioritized and satisfied by business solutions. * To coordinate and manage lifecycle of defect priorities. * Introduce best practises and influence the divisions to change and adopt accordingly. * Define and setup testing strategies & plans to enable current compatibility/backward compatibility testing to prevent software failure due to security vulnerabilities and /or performance between application software & infrastructures issues. * Active identification and management of Automation/Performance/Security testing project risks and the required resolution thereof with different stakeholders with an interest in the success of the project. |

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| **Governance** |

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| * Develop and/or align governance and compliance policies for own practice area to identify and manage risk exposure liability. * Ensure that completed work adhere to relevant policies, procedures, governance and legislative requirements and report on deviations & discrepancies. |

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| **People** |

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| * \*\*Integrate new knowledge and transfer skills attained through formal and informal learning opportunities in the execution of your job. *(Inherited output as influenced by the Level of Work (Job Architecture), per job across all jobs on the same level of work).* * Provide specialist know-how, support, advice and practice thought leadership in area of expertise. * Overall assignment of tasks, roles and deliverables of assigned resources involved in the specific project for its duration. |

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| **Finance** |

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| * \*\*Implement and monitor financial control, management of costs and corporate governance in area of specialisation. *(Inherited output as influenced by the Level of Work (Job Architecture), per job across all jobs on the same level of work).* |

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| **Client** |

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| * Develop & ensure implementation of a practice that builds service delivery excellence & encourage others to provide exceptional stakeholder service. * Participate in the specialist practice community and contribute positively to organisation knowledge management. * Provide authoritative, specialist expertise and advice to internal and external stakeholders. * On-going collaboration and relationship building with various stakeholders and executives from various operational domains of the organisation to enable project delivery. | |
| **Generic Job Competencies** |

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| **Behavioural Competencies** |
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| **Accountability (V)  \*\*Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | The acknowledgement and assumption of responsibility for actions, products, decisions, and policies within the scope of the role or employment position. |
| **Proficiency Descriptor** | Manages and evaluates the activities of self, others and the business area |
| **Behavioural Indicators** | Have a responsibility to speak out when you are aggrieved, using the relevant remedial processes. Build a sense of personal and social obligation to contribute meaningfully to your work, the work of SARS and the society at large. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Work to build commitment and engagement to improve team behaviour. Ensures that all stakeholders are trained to understand and practice the organisations Code of Ethics and holds self and others accountable, by arranging for training and dissemination of information. Develops and implements internal controls to manage potential barriers to implementation of organisational goals and objectives. Provides support to others in accomplishing their work. Be committed to owning up to the decisions that you make and are willing to live by them. Report and act against those people who refuse to be accountable for neglect and deliberate wrongdoing. Inspire a team spirit to enhance SARS culture. Take personal ownership of the things that are within your control.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Analytical Thinking   \*\*Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Understands a situation, issue, and or problem by breaking it into smaller pieces, or tracing the implications of a situation in a step-by-step way |
| **Proficiency Descriptor** | Sees multiple relationships |
| **Behavioural Indicators** | Makes multiple causal links. Determines several potential causes of events, several consequences of actions, or multiple-part chains of events.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Attention to Detail  \*\*Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | The ability to take all relevant details into account to ensure that a task is completed to required standards. |
| **Proficiency Descriptor** | Monitors work product |
| **Behavioural Indicators** | Expresses concern that things are done correctly, thoroughly or precisely. Uses past experiences and common sense to arrive at a complete list of all details that will need to be considered.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Building Sustainability  \*\*Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Builds the capability and structure of the institution for on-going steady-state (sustainable) delivery for predictable results. |
| **Proficiency Descriptor** | Professionalises |
| **Behavioural Indicators** | Creates new systems, doing it the right way. Often they are built or re-built from scratch. Re-engineering or importing best practices or professional disciplines to create a sustainable organisation.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Commitment to Continuous Learning  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Commitment to continuous learning is the commitment to think about current and future development needs |
| **Proficiency Descriptor** | Keeps current with customers business |
| **Behavioural Indicators** | Finds out what customers' business issues are and assesses what training approaches, tools, methods and/or technologies will be needed to stay current in a demanding and changing business environment. Develops and maintains a cross-organisational network to keep current with customers' business changes. |

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| **Conceptual Ability  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | The ability to identify patterns or connections between situations that are not obviously related and to identify key or underlying issues in complex situation. |
| **Proficiency Descriptor** | Applies learned complex concepts |
| **Behavioural Indicators** | Uses knowledge of theory or of different past trends or situations to look at current situations. Applies and modifies complex learned concepts or methods appropriately. |

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| **Fairness and Transparency (V)  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Build diverse and inclusive workplaces where decisions, practices, processes and transactions are transparent and fair. |
| **Proficiency Descriptor** | Management and review |
| **Behavioural Indicators** | Build a sense of personal and social obligation to contribute meaningfully to your work, the work of SARS and the society at large. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Uses work time for organisational matters and not for personal matters. Ensures that all stakeholders are trained to understand and practice the organizations Code of Ethics and holds self and others accountable, by arranging for training and dissemination of information. Evaluate each situation fairly by considering all the facts relevant to the issue presented. Review practices to ensure fairness and transparency. Reward and acknowledge people for their contribution, based on merit. Be impartial in enhancing tax and customs compliance. Be transparent, just and fair in your dealings with all stakeholders. Be a role model in leaving the SARS values to colleagues and partners. |

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| **Honesty and Integrity (V)  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | The quality of being upright, truthful, sincere and freedom from deceit or fraud (H). Guided by values, ability to demonstrate moral judgement and doing the right thing consistently (I). |
| **Proficiency Descriptor** | Work to build commitment and engagement to improve the behaviour |
| **Behavioural Indicators** | Promotes transparent and accountable administration. Do the right thing all the time even if no one is watching. Provide an accurate account of your actions whenever required to do so. Promotes the values and beliefs of the organisation internally and externally. Develops and applies self-corrective measures. Makes proposals and recommendations in a way that wins the trust and support of others. Presents ideas and beliefs in a manner that is consistent with the rules and regulations of the organisation or department. Acts decisively against corrupt and dishonest conduct. Cooperates with others and works as a team and not for personal benefit. |

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| **Organisational Awareness  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Knowledge of own organisations, policies, procedures, services, products and business operating model. |
| **Proficiency Descriptor** | Directs and guides organisational culture and practices towards realising business results |
| **Behavioural Indicators** | Shows a solid understanding of organisational culture and practices. Usually applies organisational awareness to the decision-making process. Typically makes good use of both formal and informal channels to achieve results. Shows the capacity to build alliances across the organisation. |

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| **Problem Solving and Analysis  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Must be able to systematically identify, analyse and resolve existing and anticipated problems in order to reach optimum solutions in a timely manner |
| **Proficiency Descriptor** | Tactical analysis |
| **Behavioural Indicators** | Demonstrates an ability to quickly assess a situation and determines best tactical strategy for resolution. Ability to identify and assess problems, evaluate possible options and implement appropriate solutions using applicable techniques and regulatory framework guidelines. |

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| **Reading Comprehension (Fundamental)   Proficiency Level: 4 (Strategic Alignment and Enablement)** | |
| **Competency definition** | Grasps the meaning of information written in English, and applies it to work situations |
| **Proficiency Descriptor** | Masters knowledge and skill, acts with independence and provides guidance and training to others. |
| **Behavioural Indicators** | Can interpret complex professional or business information and publications. |

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| **Respect (V)  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Ability to be considerate for self and others. |
| **Proficiency Descriptor** | Constructive engagement |
| **Behavioural Indicators** | Acknowledges and respects the broad range of social or cultural customs and beliefs. Constructively criticizes people with due considering of their feelings or motivation. Do not wild power and control in situations where this is not appropriate. Be honest, respectful, and sensitive to their needs. Understand other people and their behaviours to enable effective working relationships. Treat others in a similar manner as you would want to be treated. Deliver on your promises and make effort to deliver on set expectations. Drive the awareness of diversity at teams and individual level. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Treats all colleagues with equal respect. Uses work time for organisational matters and not for personal matters. Ensures that all stakeholders are trained to understand and practice the organisations Code of Ethics and holds self and others accountable, by arranging for training and dissemination of information. |

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| **Trust (V)  Proficiency Level: 3 (Tactical Development and Implementation)** | |
| **Competency definition** | Firm belief in the reliability, truth or ability of someone or something. |
| **Proficiency Descriptor** | Displays strong levels of commitment and trust |
| **Behavioural Indicators** | Honours confidentiality of sensitive information especially in discussions with clients, documents and confidential matters. Seeks and accepts personal responsibility and accountability for all actions. |

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| **Technical Competencies** |
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| **Automated Unit Testing   \*\*Proficiency Level: 4 (Advanced)** | |
| **Competency definition** | This is the ability to unit test code by writing automated tests |
| **Proficiency Descriptor** | Evaluates and monitors the effectiveness of the automated testing solution |
| **Behavioural Indicators** | Reviews the effectiveness of the test solution against best practice criteria. Proposes changes to the test configuration to support the system functionality against business or client specifications. Provides specialist input to technical team on automated test methodology and tools related to various system applications.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Business Knowledge  \*\*Proficiency Level: 3 (Seasoned)** | |
| **Competency definition** | Activities, tasks and practices associated with obtaining and using high level of knowledge in business areas, functions and products. |
| **Proficiency Descriptor** | Has good general knowledge with some detailed knowledge of products/functions |
| **Behavioural Indicators** | Can generally engage with senior heads of relevant business area. Can debate with senior and heads of business, where applicable. Demonstrates a good end-to-end understanding of the systems processing for the business area and relationships. Can readily propose functional and process design at an architecture level to business issues.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Computer Literacy  \*\*Proficiency Level: 4 (Advanced)** | |
| **Competency definition** | Ability to navigate through various computerised systems in area of work. |
| **Proficiency Descriptor** | Masters knowledge / skill, acts with independence and provides guidance and training to others |
| **Behavioural Indicators** | As a Senior Manager, demonstrates ability to progress strategic programmes in a disciplined, focused and goal directed way. Achieves programme deliverables within agreed time frames.  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Efficiency improvement   \*\*Proficiency Level: 3 (Seasoned)** | |
| **Competency definition** | Contribution to improving the operational efficiencies within the team, incl. re-evaluation of processes, policies, procedures and provision of recommendations to enhance operational efficiency |
| **Proficiency Descriptor** | Contributes significantly to improving the operational efficiencies |
| **Behavioural Indicators** | Provides recommendations and implements enhancements to operational efficiency (including documentation, redesign and communication of process enhancements).  *(Inherited Competency as influenced by the Job Family in which the job resides and allocated differently to specialist roles vs managerial roles).* |

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| **Functional Policies and Procedures  Proficiency Level: 3 (Seasoned)** | |
| **Competency definition** | The knowledge and interpretation of the functional policies and procedures, including monitoring their consistent application internally within SARS. |
| **Proficiency Descriptor** | Applies concepts of knowledge / skill without requiring supervision; also able to provide technical guidance when required |
| **Behavioural Indicators** | Has detailed understanding of relevant policies and procedures and interprets these according to operational circumstances to ensure compliance. Understands the business context sufficiently to recommend improvements and modifications to existing policy. |

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| **IT Knowledge  Proficiency Level: 3 (Seasoned)** | |
| **Competency definition** | Possesses a deep and broad knowledge base in fundamental IT technical skill sets. Stays informed on emerging trends |
| **Proficiency Descriptor** | Leverages technology towards improved productivity |
| **Behavioural Indicators** | Identifies and uses a variety of complex tools and new technology to improve systems and delivery of services. Applies new tools and equipment; maintains up-to-date knowledge in the use of the technology. Coaches others in the use of tools and technology. Makes use of technology to improve productivity. Competent in discussing the technology with the vendor's escalation support team or with internal architecture team. |

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| **Reporting and Interpretation  Proficiency Level: 3 (Seasoned)** | |
| **Competency definition** | Prepares accurate reports to satisfy risk reporting requirements, with relevant interpretation of analyses for business users. |
| **Proficiency Descriptor** | In-depth understanding and application of risk analyses and reporting practices |
| **Behavioural Indicators** | Understands the requirements of various types of audiences, for complex reporting requirements. Translates user requirements into actionable data requests for execution. Challenges the robustness of the data and identifies weaknesses. Reviews accuracy of reports produced by others. Sense checks report output prior to delivery to users. |

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| **System Thinking  Proficiency Level: 3 (Seasoned)** | |
| **Competency definition** | The ability to understand the broader impact of ones efforts outside one’s own area. It implies thinking through the impact of information and processes across organisational units and incorporating this understanding to improve decision-making |
| **Proficiency Descriptor** | Applies systems thinking in process design and application |
| **Behavioural Indicators** | Ability to create structure and work flow diagrams to illustrate the flow of each component towards the greater whole. Ensures that feedback loops are established and maintained to provide insight into the effectiveness of each component of the process. |

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| **Testing Software   Proficiency Level: 5 (Expert)** | |
| **Competency definition** | The execution of test cases and the identification and logging of defects in accordance with SARS standards. |
| **Proficiency Descriptor** | Senior Test Analyst |
| **Behavioural Indicators** | Must have an in-depth knowledge of HP Quality Centre. Must have a working knowledge of the following applications: MS Word, MS Excel, MS PowerPoint and MS Project. Must have the ability to interact effectively with other teams involved in project and maintenance testing effort. Must be capable of producing and performance metrics as well as other necessary reports that meet the demands of individuals within project and maintenance team structures. Must be able to Manage multiple projects at the same time. Participate in the Corporate Project Planning Teams and engagements with Executive and Operational Division Heads. |

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| **Compliance Competencies** |
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| **Quality Management (IT) Prof   Proficiency Level: Yes** | |
| **Competency definition** | The system or method for the management of quality within the employing organisation. |
| **Proficiency Descriptor** | Proficient in |
| **Behavioural Indicators** | YES |

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| **App Systems Dev (IT) Expert in   Proficiency Level: Yes** | |
| **Competency definition** | The application of automated systems to the support of specific business functions or processes. E.g.: Business Systems, Messaging and Groupware, Content Management Systems, Enterprise Resource Planning. |
| **Proficiency Descriptor** | Expert in |
| **Behavioural Indicators** | (Recognised authority). Make and defend judgements based on internal evidence or external criteria. Known as an expert in this area within and outside of own organisation. Can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used. Focus is strategic; Demonstrated consistent excellence in applying this competency across multiple projects and or organisations. |

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| **Applic.Configuration & Opt(IT) Expert   Proficiency Level: Yes** | |
| **Competency definition** | Application Configuration and Optimisation: Configuration of applications and writing script code for application optimisation. |
| **Proficiency Descriptor** | Expert in |
| **Behavioural Indicators** | YES |

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| **Database Administration (IT) Expert in   Proficiency Level: Yes** | |
| **Competency definition** | The environmental aspects of a database, including: recoverability, integrity, security, availability, performance, and development and testing support. |
| **Proficiency Descriptor** | Expert in |
| **Behavioural Indicators** | (Recognised authority). Make and defend judgements based on internal evidence or external criteria. Known as an expert in this area within and outside of own organisation. Can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used. Focus is strategic; Demonstrated consistent excellence in applying this competency across multiple projects and or organisations. |

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| **Database Architecture (IT) Expert in   Proficiency Level: Yes** | |
| **Competency definition** | Different types of database architecture and the products that use each type. E.g.: flat, relational, hierarchical, matrix, object-oriented. |
| **Proficiency Descriptor** | Expert in |
| **Behavioural Indicators** | (Recognised authority). Make and defend judgements based on internal evidence or external criteria. Known as an expert in this area within and outside of own organisation. Can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used. Focus is strategic; Demonstrated consistent excellence in applying this competency across multiple projects and or organisations. |

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| **GOC Confidential  Proficiency Level: Yes** | |
| **Competency definition** | Grade of Clearance: a) sensitive info (b) commercial info, the disclosure of which may cause financial loss to an entity or may prejudice an entity in its relations with its clients, competitors, contractors and suppliers. |
| **Proficiency Descriptor** | YES |
| **Behavioural Indicators** | N/A |

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| **Software Metrics (IT) Expert in   Proficiency Level: Yes** | |
| **Competency definition** | The collection, analysis and application of historical and synthetic measurements in the estimation of software development and maintenance activities. E.g.: function point analysis, lines of code. |
| **Proficiency Descriptor** | Expert in |
| **Behavioural Indicators** | Considered the “go to” person in this area within and or outside own organisation; Create new application for and or lead the development of reference and resource materials for this competency; Able to diagram or explain the relevant process elements and issues in relation to organisational issues and trends in sufficient detail during discussions and presentations, to foster a greater understanding among internal and external stakeholder. |

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| **Systems Qualification and Testing   Proficiency Level: Yes** | |
| **Competency definition** | The control and responsibility for project and maintenance testing IT teams to ensure the structured and measured inspection of quality into software destined for the SARS production environment. |
| **Proficiency Descriptor** | YES |
| **Behavioural Indicators** | Must have an in-depth knowledge of the following systems : HP Quality Centre |

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| *Note: \*\**  *Outputs and competencies marked with \*\* show which outputs and competencies are inherited on an enterprise level per specific Level of Work and reflect inherited competencies per job family, specialist and managerial roles. This must be visible in the tool and on export formats (Word/PDF)* |