Job Profile
Job Description

Queen Mary
UNIVERSITY OF LONDON

Job Details		
Job Title:	E-learning Testing and QA analyst	
School/Dept/Institute & Centre:	E-learning Unit, Academic Development	
Reports to:	Senior Learning Technologist	
Grade:	4	**Full Time**
Appointment period:	4 months	
Current Location:	Mile End	

Job Context

The E-Learning Unit (ELU) provides strategic direction for university wide e-learning systems such as QMplus the Virtual Learning Environment (Moodle) and QMplus Hub the e-portfolio system (Mahara), Q-Review lecture capture (Echo360), and Turnitin for plagiarism detection.

QMplus currently uses Moodle version 3.2 and Qmplus Hub Mahara version 16.10. Both will be upgraded during the summer of 2018 to versions 3.4 and 17.10 respectively. Both upgrades require careful quality assurance and user acceptance testing.

Job Purpose

The primary focus of the post is to coordinate user acceptance (UAT) testing for the QMplus annual upgrade though there will also be some requirement to test the new version of QMplus Hub.

The post holder will carry out a variety of tasks, primarily focused on thoroughly testing the new versions of the QMplus and QMplus Hub, to ensure they meet the required standards, and reporting any issues found in a timely manner so that they can be resolved prior to being released to end users. The post holder will also be required to support staff by creating guidance material and dealing with end-user queries relating to the upgrades.

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Main Duties & Responsibilities

- Plan and perform structured testing on new releases of QMplus and QMplus Hub

- Work with the senior Learning Technologist to coordinate activity on the tracking system used by all teams to record and progress new developments and associated bugs

- Work closely with colleagues in ELU to ensure all testing strands are implemented and carried through

- Accurately record test findings on the tracking system, ensuring they are communicated to the appropriate team and seen through to completion

- Contribute to the creation of support material to provide guidance for staff and students around new features and procedures

- Disseminate knowledge and materials in a variety of media so that other colleagues in both the ELU and IT Services will be equipped to answer queries about new functionality

- Actively participate in all activities of the E-Learning Unit (ELU)

- Work closely with the E-learning Applications Support Analyst to resolve complex helpdesk issues

- Work with the wider e-learning community at QMUL, including school based learning technologists, to organise end user testing and devise a means of collating errors & feedback

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications	Good Honours Degree or equivalent e-learning experience	E	A
Knowledge, Skills and Experience	Knowledge of the application of VLE functionality in an education context e.g. typical workflows for assessment and feedback	E	AI
	Experience of evaluating and testing software in a systematic way	E	AI
	Experience of developing support materials for technical systems for users at all levels	E	AI
	Experience of providing customer support/service	E	AI
	Knowledge and experience of testing an e-portfolio system e.g. Mahara	D	AI
	Ability to create and edit video resources.	D	A
	Good level of knowledge of Moodle at administrator, designer and user levels of access.	E	AI
	Advanced IT skills including expert use of MS Office packages, PDF creation software, image manipulation software and screen capture software e.g. Camtasia, common web browsers, major operating systems.	E	I
	Experience of mobile apps as a user or developer	D	A
	Experience of coordinating and running focus groups to gain feedback from end users of new systems	D	A
	Good organisational skills, able to work unsupervised to balance competing work demands, prioritise and meet deadlines	E	AI
	Proven analytical and problem solving skills	E	AI
	Excellent verbal and written communication skills with experience of writing and delivering training materials and/or presentations	E	AI
	Ability to work in a very focused and concentrated way with strong attention to detail	E	A
	Knowledge of accessibility legislation in relation to web design	D	A
	Understanding of principles of web navigation and graphical user interface (GUI) design	D	AI
	Ability to work with the senior LT to track and coordinate all testing activities across teams (internally & externally).	E	AI - test
	Knowledge of tracking software e.g. Pivotal Tracker	D	A
	Willing to work outside normal office hours, according to requirements of the job, and to travel when appropriate	E	A

Essential/Desirable:
E = Essential: Requirements without which the job could not be done.
D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:
A = Application   I = Interview