



Position Description – Intermediate Test Automation Engineer

DIVISION & TEAM	Product Services	REPORTS TO	(Mobile and Web Development Manager) (or any other position as determined and advised by JSCL)
BAND	G		
FUNCTIONAL RELATIONSHIPS	<i>INTERNAL</i> <i>PRODUCT MANAGERS, SOFTWARE DEVELOPERS, TECHNICAL LEADS</i> <i>SUPPORT TEAMS, PRODUCT OWNERS, DELIVERY & ENGINEERING TEAMS</i> <i>CROSS-FUNCTIONAL PROJECT TEAMS</i> <i>EXTERNAL</i> <i>CUSTOMERS, THIRD-PARTY PROVIDERS</i>		
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO	IF YES, DELEGATED AUTHORITY AMOUNT	N/A

1. ROLE PURPOSE

- Ensure the delivery of high-quality, reliable and scalable MADCAP software solutions through an automation-first approach to quality engineering.
- Own and maintain MADCAP's in-house test automation framework, its CI/CD pipelines and the test execution dashboard, so they stay reliable, scalable and fit for purpose.
- Partner with product and development teams to embed quality throughout the software development lifecycle and support continuous improvement of engineering practices.
- Drive the growth and effectiveness of automated testing capabilities across MADCAP's mobile, web, API and backend products.
- Apply technical expertise in software development, test automation and modern engineering practices to support efficient, repeatable and reliable product delivery.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Automation Engineering & Quality Assurance

- Design, develop and maintain automated testing frameworks, libraries and reusable test assets.
- Develop automated tests for web, mobile, API and backend services using appropriate technologies and frameworks.
- Build and maintain automated regression, smoke, integration and end-to-end test suites.
- Identify opportunities to improve automation coverage and reduce manual testing effort.
- Support Continuous Integration and Continuous Deployment (CI/CD) pipelines through automated quality gates and automated test execution.
- Ensure automated tests are reliable, maintainable and aligned with software architecture and coding standards.
- Investigate failures and defects, identifying root causes and working collaboratively with developers to resolve issues.
- Verify that acceptance criteria and business requirements have been met through appropriate testing approaches.
- Contribute to the ongoing enhancement of automation tooling, frameworks and engineering practices.
- Champion a quality engineering and "shift-left" testing mindset across product development activities.
- Monitor and report on test coverage, automation effectiveness and product quality metrics.

Technical Contribution

- Participate in technical discussions relating to application architecture, design and quality considerations.
- Contribute code reviews relating to automated testing, testability and software quality.
- Assist in establishing and maintaining quality standards for software development and testing practices.
- Evaluate emerging technologies, tools and approaches that may improve quality, efficiency or automation maturity.
- Support the development of technical documentation relating to automated testing solutions and frameworks.

Communication and Stakeholder Engagement

- Build effective working relationships with Product Managers, Developers, Technical Leads and other stakeholders.
- Collaborate closely with development teams to ensure quality considerations are incorporated early within the development lifecycle.
- Participate in planning, design, refinement and review sessions to ensure requirements are testable and clearly understood.
- Provide timely updates on testing progress, automation coverage, risks and quality outcomes.
- Contribute to defect triage activities and provide input regarding business impact, severity and resolution priorities.
- Assist with the promotion of quality engineering practices and automation-first approaches across the MADCAP team.
- Share knowledge, tools and best practices with team members to improve overall testing capability.

Jade Core Operating Principles

- **CUSTOMER LED**
We focus on what matters most to our customers and measure success by the outcomes we help them achieve - not just the work we deliver.
 - We are curious to understand our customers context.
 - We earn trust by delivering value, not just software.
 - We understand value, growth and satisfaction are interlinked.
- **AUDACIOUS TOGETHER**
We work as one team to challenge the status quo and find better ways. We are bold in our thinking and honest with each other to lift performance.
 - We speak up, because better ideas come from honest dialogue.
 - We say no to settling, we back ourselves to go big.
 - We move at pace, we decide and then commit as one.
- **DEPENDABLE BY DEFAULT**
We take ownership and follow through. We deliver what we say we will, and build trust through consistent, reliable execution.
 - We own the outcomes not just the tasks.
 - We show-up with a 'can-do' attitude.
 - We mind the gaps and help each other to find a way through.

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year.
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives.
- You understand and comply with our safety and wellness policies and procedures including emergency procedures.
- Report all accidents and incidents, including discomfort and near misses promptly.
- You keep your work area tidy and clear of clutter and hazards.

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Relevant IT tertiary qualification or equivalent work experience • Continually updating technical knowledge and skills by attending in house and external courses, reading manuals, and accessing new applications	
Experience/Knowledge/Skills	• 3 years plus experience as an automation software tester in a software development environment • Strong C# / .NET with NUnit (or xUnit/MSTest), and experience building or maintaining a test framework. • Working knowledge of TypeScript / JavaScript • Strong communication skills - both written & verbal • The ability to learn new technologies quickly • Strong problem diagnosis and investigation skills • Ability to establish priorities, work independently, and proceed with objectives without supervision • Willingness and desire to share your knowledge with your team and peers	• Customer service focus, with excellent rapport building skills • Experience running API testing • Non-functional testing experience – security and performance testing • Knowledge of DevOps principles and CI/CD pipelines (GitHub or Gitea Actions), Git, and basic Docker and Linux • Experience with macOS and Xcode, and with Android SDK tools such as adb and emulators. • Experience testing mobile-based applications