Testing Manager
Student Information Systems (SIS) programme
Office of Vice-President Academic Affairs (Registrar)
Fixed-Term Contract up to 3 years

Dublin City University www.dcu.ie is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. DCU is Ireland's fastest growing University, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick's Campus and DCU All Hallows campus.

The University is now looking to transform the way in which its staff and students interact with each other, using student information to align to our values and achieve excellence in service, ensuring the future needs of DCU can be met.

Student Information Systems

This transformation will be enabled by effective and efficient business processes supported by a fully integrated Student Information System (SIS) which will support our objectives to create and sustain a globally engaged university.

The SIS programme will consolidate and modernise multiple legacy student information systems into one, integrated software solution. The new SIS includes all crucial student information: admissions, finance, registration, enrolment, course management, advising, billing and payment, records, and more. Students will be able to access all of their key information through a single point-of-entry, providing a more agile and personalised experience.

To deliver on the transformational changes the SIS programme has been mobilised by the Office of the Vice President of Academic Affairs. This is a multi-year/multi-phase programme of work that underpins key elements of the DCU Strategy. The programme consists of Delivery Streams relating to business design and configuration, technology & integration, reporting, data, and change management.

Role Overview

A Project Management Office has been established to co-ordinate and lead delivery, financial, resource and risk management working closely with the SIS Programme Delivery Streams and the solution provider(s). The programme requires a Testing Manager to lead the testing delivery stream. This role will report to the SIS Programme Director.

Duties and Responsibilities:

- Develop, own and manage the SIS Test Plan – including scope; approach; entry / exit criteria across all test phases; RACI; risks etc

- Develop the testing strategy and approach for the SIS Programme, based on industry best practice and using a blended approach to delivery, which could include manual and automated testing (and any other channels deemed appropriate)
- Develop test plans for each of the phases of the (10) SIS business services impacted by the SIS Programme (working closely with the other SIS Delivery Stream to understand the requirements and desired outcomes of the different services / processes / products)
- Manage the successful delivery of these test plans with SIS Programme, DCU and non DCU resources (working closely with the Change Management and Communications Delivery Stream to understand the high-level impact on different teams / units)
- Work collaboratively with the wider SIS Programme team and external vendors during the design and delivery of the testing
- Define the test measurement approach, key testing performance indicators and appropriate tools to monitor throughout the course of the SIS Programme (implementing changes based on ongoing feedback and evaluation)
- Manages any testing-related risks, issues and dependencies and managing escalations appropriately
- Responsible for the recruitment and day to day line management and professional development of relevant staff associated with the testing delivery stream
- Lead the training of testing process and tooling across SIS and the wider DCU community
- Lead the testing workshops / presentations to stakeholders and senior management
- Development, delivery and presentation of status reports to stakeholders and senior management

Candidate Requirements
The successful candidate will have:

- The equivalent of 5 years' test management experience in the delivery of end-to-end programmes for large scale technology transformations, to a wide range of users
- Experience of at least two full testing lifecycles, from defining the testing strategy and plans, through to the management of the delivery plans and evaluation of the testing
- Ability to operate in an environment with tight deadlines, finite resource and uncertainty
- Ability to work effectively and collaboratively across a number of different teams and locations
- Solid understanding of testing processes, including trends in testing and related tools (including automated tools)
- Excellent planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload
- Excellent communication skills - takes a consultative approach and is able to build relationships at all levels, up to and including Senior Management level
- Strong influencing and negotiating skills
- Primary degree or equivalent (NFQ level 7) with a relevant professional qualification (or equivalent evidence of experience)
- Knowledge and experience of the Higher Education Sector (nationally and/or internationally) is not essential but is desirable

Mandatory Training

The post holder will be required to undertake the following mandatory training: GDPR, orientation, and compliance. Other training may need to be undertaken.