

## Job Description

Position:	<b>Senior Officer, IT Quality Assurance</b>
Department:	Project Management Office
Reporting to:	Manager, Project Quality Assurance
Location:	Head Office

### I. Duties and Responsibilities

#### a. Test Design & Execution

- Review business and functional requirements to ensure testability.
- Design test scenarios, test cases, and test data.
- Execute: Functional testing, Integration testing, and Regression testing.
- Validate system readiness before release.

#### b. Automation & Technical QA

- Develop and maintain automated test scripts.
- Write test code and use tools for automation testing.
- Support CI/CD pipeline integration for automated testing.
- Improve test coverage and reduce manual testing effort.

#### c. Non-Functional Testing

- Perform or coordinate: Performance / Stress testing (e.g., JMeter), and Security and reliability validation (where applicable).
- Ensure system scalability and stability under load.

#### d. Defect Management

- Identify, log, and track defects with clear reproduction steps.
- Collaborate with developers for resolution.
- Ensure proper defect lifecycle management and closure.

#### e. API & System Integration Testing

- Support API testing using appropriate tools.
- Validate interfaces between systems (Mobile App, Core Banking, Payment Systems, etc.).

#### f. QA Governance & Release Support

- Prepare test reports and quality metrics.
- Provide QA recommendation for: UAT readiness, Go-live approval.
- Ensure compliance with internal QA standards and audit requirements.

#### g. Collaboration & Agile Participation

- Work closely with: Developers, Business Analysts, and Product Owners.
- Participate in Agile ceremonies: Sprint Planning Daily Standups, and Sprint Reviews.
- Ensure QA is embedded early in the development lifecycle.

## h. Continuous Improvement

- Improve QA processes, tools, and frameworks.
- Promote shift-left testing approach.
- Introduce automation and efficiency improvements.
- Other tasks assigned by the line manager.

## II. Qualification

- Bachelor's degree in Information Technology, Computer Science, Software Engineering, or a related field.
- Professional certifications are an advantage, such as: Other Agile certifications, and Project Management (PMP).
- Minimum 3 years in Software Testing / QA.
- Experience in manual testing, automation testing, and Agile/Scrum environments.
- Experience in banking / financial systems is a strong advantage.
- Experience in test automation tools (e.g., Katalon).
- Experience with performance testing tools (e.g., JMeter).
- Understanding of SDLC, Agile, and Test case design techniques.
- Knowledge of API Testing tools (Postman), SQL, and other tools.
- Strong analytical and problem-solving skills.
- Attention to detail (the "bug hunter instinct").
- Good communication and teamwork.
- Ability to work under pressure and meet deadlines.
- Experience with Agile tools (JIRA, Confluence, etc.).
- Good understanding of banking systems and regulatory requirements.