

Directorate: ACT Education Directorate	Position Number: P71424
Division: Infrastructure and Digital Services	Classification: ASO6
Business Unit: Digital Strategy, Services and Transformation	Location: Stirling
Position Title: Quality Assurance Analyst	Last Reviewed: May 2026

DIRECTORATE OVERVIEW

The Education Directorate is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

Our vision is that we will be a leading learning organisation where people know they matter. We focus on creating capable, resilient and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning.

The Directorate is committed to building a culturally diverse workforce and an inclusive workplace.

BUSINESS UNIT OVERVIEW

The Digital Strategy, Services and Transformation (DSST) Branch provides services to the Directorate in identifying, developing and managing appropriate information and technical resources for corporate and school staff. This includes managing and providing advice on records, copyright and ICT programs, teaching and learning systems, business and administration systems and relevant policies and procedures.

POSITION OVERVIEW

Working as part of the Data Insights Services (DIS) team, the role is responsible for assuring the quality, accuracy, reliability, and fitness-for-purpose of data pipelines, analytics platforms, reporting solutions, and digital products delivered.

The role supports initiatives across the full data and product lifecycle—from ingestion, transformation, and modelling through to visualisation and service delivery—by establishing and applying quality assurance practices, coordinating testing activities, identifying risks and defects, and providing actionable insights to improve outcomes.

Unlike a purely execution-focused test role, this position has a broader quality assurance focus, including quality planning, test strategy contribution, governance alignment, and continuous improvement, while still maintaining a strong hands-on testing capability.

The QA Analyst works closely with data engineers, analysts, product owners, delivery managers, and business stakeholders to ensure solutions meet functional, non-functional, security, privacy, accessibility, and data governance requirements, and align with ACT Government standards and community expectations.

DUTIES / RESPONSIBILITIES

1. Ensure testing and quality practices align with government security, privacy, accessibility, and data governance requirements.
2. Identify systemic quality risks and recommend improvements to processes, tooling, or delivery approaches.
3. Create test scenarios and execute test cases to check PowerBI dashboards, datasets, and analytics solutions for usability, performance, accessibility, and accuracy.
4. Coordinate and support business users during UAT, including test planning, scheduling, communications, and issue triage.
5. Contribute to continuous improvement initiatives to enhance testing efficiency, data quality, and overall delivery maturity.
6. Support automated testing approaches where appropriate and contribute to improvements in test tooling and frameworks.

REQUIRED SKILLS

- Strong analytical and problem-solving skills with a proactive quality mindset.
- Demonstrated experience in testing and quality assurance, particularly within data or digital environments,
- Experience validating data using SQL and/or data validation techniques across ETL/ELT pipelines and analytical models.
- Understanding of PowerBI's interface, features and functionalities and ability to understand and interpret visualisations to represent data effectively.
- Understanding of, or the ability to learn, cloud-based data platforms (e.g. Azure, Databricks).
- Keen attention to detail to spot inconsistencies or errors in data and reports and provide clear reporting on test progress, bugs, quality metrics to ensure test coverage and traceability
- Strong communication skills with the ability to engage effectively with technical and non-technical stakeholders.
- Understanding of or ability to develop knowledge in government security, privacy, accessibility, and data governance requirements.

DESIRED SKILLS

- Tertiary qualifications in IT, computer science or data or a related discipline.
- Experience with Azure Databricks, Azure DevOps (including Test Plans), or similar tooling.
- Knowledge of Power BI, including testing dashboards, datasets, and semantic models.
- Exposure to test automation frameworks or data quality monitoring tools.
- Knowledge of ICT industry best practice frameworks and methodologies (e.g ITIL, Agile), testing tools and test strategies.
- Experience working within the Education sector.

SELECTION CRITERIA

1. Demonstrates the ability to apply quality assurance and testing practices to identify risks, defects, and data quality issues, and contribute to effective solutions.
2. Proven experience designing and executing test activities across data or digital solutions, including functional, regression, integration, API testing, and closely co-ordinate with business to support User Acceptance Testing (UAT).
3. Ability to interpret requirements, data models, schemas, and business rules, ask appropriate clarifying questions, and translate them into clear test scenarios and acceptance criteria.
4. Demonstrated ability to communicate clearly and concisely, both verbally and in writing, including the ability to explain software quality issues, risks, and test outcomes to technical and non-technical stakeholders. Proven experience in monitoring and reporting on software testing activities—such as test progress, defects, and quality metrics—to support effective decision-making, ensure appropriate test coverage, and maintain end-to-end traceability.
5. Demonstrated commitment to professional integrity, collaboration, and delivering high-quality outcomes that support ACT Education’s objectives and service to the community.

MANDATORY REQUIREMENTS

- Australian citizen or permanent resident.
- Prior to commencing this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 is required. For further information on Working with Vulnerable People registration refer to - [Apply for or renew a WWVP registration - Access Canberra \(act.gov.au\)](#)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Quality Assurance Analyst (position number PN71424) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally

Excessive noise	Never
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never