



government supporting communities



**Human Resources Pobal**

**Job Description**

**ICT – Business Systems Test Analyst – Grade 2**

# About Pobal

Pobal works on behalf of Government, and in conjunction with communities and local agencies, to support social inclusion and local and community development. We do this by managing funding and providing support for programmes in the areas of Social Inclusion and Equality, Inclusive Employment and Enterprise, and Early Learning and Care.

Pobal is an Equal Opportunities Employer and welcomes suitably qualified applicants from all sections of society. Further information on how Pobal promotes Equality, Diversity & Inclusion (EDI) throughout our workplace for our staff can be found via this link. [Equality, Diversity & Inclusion Statement](#)

# About ICT

The ICT directorate is responsible for all of Pobal's Information and Communication Technologies. This includes Pobal's overall ICT architecture, business systems, infrastructure, telecommunications, information security and disaster recovery. The directorate has three key units, Infrastructure and Innovation, Systems Development and ICT Support. We partner and work collaboratively with the operational units in Pobal to provide high quality systems and services

## Job Description and Person Specification

<b>Role</b>	<b>Business Systems Test Analyst</b>
<b>Directorate</b>	<b>ICT</b>
<b>Unit</b>	<b>Business Systems</b>
<b>Grade</b>	<b>2</b>
<b>Reporting to</b>	<b>Business Systems Test Manager</b>

## Role Purpose

Reporting to the Business Systems Test Manager, the successful candidate will support and facilitate the effective implementation of testing activities within Pobal's ICT Business Systems team. There will be a focus on planning, execution and monitoring of all test activities specific to the relevant project. Collaborating with the existing Pobal teams and external stakeholders will also be a key aspect of the role.

# Role Requirements

## Role Requirement 1

### Testing

- Analyse and understand requirements documentation to understand test scope and estimate test effort
- Define test plans that drive a best-practice approach to software testing
- Implementation of a comprehensive system testing methodology to include functional system testing, integration testing and User Acceptance Testing
- Development of test scenarios, test cases and test scripts, based on industry best practises and experience, primarily covering Functional, UI, Workflow, Solution Integration, maintenance and Regression testing
- Utilise real time test and defect management software (TFS, MTM, JIRA) to ensure delivery of high software quality
- Ensure quality standards are maintained at all times and adopt a continuous improvement approach to systems testing and defect resolution
- Identify and implement improvements to process and standards that enhance the Test Process and improve overall Test and Quality Assurance practices
- Working with multiple teams (client, project management, analysts and developers) to effectively communicate and resolve all test related issues in a timely manner
- Create, track and report on KPIs and key test metrics during the course of the project
- Provide clear weekly updates on testing progress and risks to a wide stakeholder audience
- Ensure requirements traceability and coverage

## Role Requirement 2

### Data Analysis & Application Architecture

- Hands-on technical involvement in data related projects
- Ability to understand and implement Business Intelligence software
- In collaboration with others, input to the development and maintenance of databases and data systems necessary for projects and department functions
- Ability to analyse data to identify trends or to identify process improvement opportunities
- Ensure that proposed solutions adhere to Pobal's software application roadmap
- Work with the Business Systems team to ensure that ICT delivered systems conform to regulatory standards, program development, and supporting policies and that proven methods and concepts for business continuity are used.

## Role Requirement 3

### Stakeholder Engagement

- Establish, develop and maintain relationships with Pobal's customers, partners and key staff involved in systems development.
- Promote and develop service excellence in the delivery of analysis services.
- Work with customers to understand their future needs to assist planning and delivery.
- Ensure expectations are managed with key project stakeholders by communicating effectively.
- Actively identify areas for improvement in the service delivered by the systems development team by establishing formal lesson learned / feedback structures.

## **Role Requirement 4**

### **Project Management**

- Maintain and support elements of the project management office in Pobal. This will include the following:
- Ensuring project management standards are met
- Gathering of project data (Status Reports) and production of information for management review
- Sourcing guidance and advice for project managers
- Managing and facilitating the portfolio management process
- Collaborate with Project Managers to Plan, execute and finalise projects according to strict deadlines and within budget.
- Be responsible for the implementation, execution, control and completion of specific project tasks, ensuring consistency with company strategy, commitments and goals

### **Required Experience**

- 4+ years software testing experience with a specific emphasis on Software / System Testing
- Proven experience and knowledge of Test activities within the Software Development Life Cycle
- Excellent influencing skills with the confidence to deal with staff effectively at all levels throughout the organisation
- Excellent ability to develop efficient, quality focused Test solutions based on business needs and requirements
- Excellent communication skills and ability to instruct on technical topics
- Strong Technical skills
- Proven ability to develop and follow process

### **Desirable Experience**

- Excellent negotiation skills and attention to detail
- Knowledge of Microsoft Products (SharePoint / Dynamics CRM a distinct advantage)
- Awareness of ICT industry trends and new approaches to ICT implementation
- Knowledge of Information security systems and Data Protection
- Understanding of the role/objectives of Pobal, key business issues, its challenges, etc.
- Knowledge of the workings of the community/voluntary/public sector

### **Qualifications**

- Relevant Third Level Third Level qualification (e.g. Certificate, Diploma, ICT qualification), or equivalent is essential

# Pobal Core Competencies - Grade 2

GRADE 2 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 <b>Delivery of Results</b>	<ul style="list-style-type: none"> <li>Takes ownership of tasks and is determined to see them through to a satisfactory conclusion</li> <li>Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation</li> <li>Constructively challenges existing approaches to improve efficient customer service delivery</li> <li>Accurately estimates time parameters for managing work, building contingencies to overcome obstacles</li> <li>Minimises errors, reviewing learning and ensuring remedies are in place</li> <li>Maximises the input of own team in ensuring effective delivery of results</li> <li>Ensures proper service delivery procedures/protocols/reviews are in place and implemented</li> </ul>
 <b>Interpersonal and Communication Skills</b>	<ul style="list-style-type: none"> <li>Modifies communication approach to suit the needs of a situation/audience</li> <li>Actively listens to the views of others</li> <li>Liaises with other groups to gain co-operation</li> <li>Negotiates, where necessary, in order to reach a satisfactory outcome</li> <li>Maintains a focus on dealing with customers in an effective, efficient and respectful manner</li> <li>Is assertive and professional when dealing with challenging issues</li> <li>Expresses self in a clear and articulate manner when speaking and in writing</li> </ul>
 <b>Analysis and Decision Making</b>	<ul style="list-style-type: none"> <li>Effectively deals with a wide range of information sources, investigating all relevant issues</li> <li>Understands the practical implication of information in relation to the broader context in which they work – procedures, unit objectives etc.</li> <li>Identifies and understands key issues and trends</li> <li>Correctly extracts and interprets numerical information, conducting accurate numerical calculations</li> <li>Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence</li> </ul>
 <b>Management Potential</b>	<ul style="list-style-type: none"> <li>Is flexible and willing to adapt, positively contributing to the implementation of change</li> <li>Contributes to the development of policies in own area and the broader Department/Organisation</li> <li>Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others</li> <li>Formulates a perspective on issues considered important and actively contributes across a range of settings</li> </ul>
 <b>Specialist Knowledge, Expertise and Self Development</b>	<ul style="list-style-type: none"> <li>Displays high levels of skills/expertise in own area and provides guidance to colleagues</li> <li>Has a clear understanding of the role, objectives and targets and how they support the service delivered by the unit and Department/ Organisation and can communicate this to the team</li> <li>Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team</li> </ul>
 <b>Drive and Commitment to Pobal's Values</b>	<ul style="list-style-type: none"> <li>Is committed to the role, consistently striving to perform at a high level</li> <li>Demonstrates flexibility and openness to change</li> <li>Is resilient and perseveres to obtain objectives despite obstacles or setbacks</li> <li>Ensures that customer service /service excellence is at the heart of own/team work</li> <li>Is personally honest and trustworthy</li> <li>Acts with integrity and encourages this in others</li> </ul>

## Terms & Conditions of Employment

<b>Salary</b>	Grade 2 salary scale (€40,778 - €60,609)
<b>Contract Type</b>	Fixed Term Contract until 30 <sup>th</sup> September 2026, subject to continuing Government funding
<b>Probation</b>	A probationary period of six months will apply
<b>Pension</b>	Defined contribution pension scheme
<b>Annual Leave</b>	26 working days, exclusive of public holidays
<b>Travel &amp; Subsistence</b>	Travel and subsistence will be paid at public sector rates
<b>Location</b>	The role will be located in any Pobal office
<b>Blended Working Policy</b>	Pobal can offer combination of office based and remote working either from home or a pre-approved business hub on the island of Ireland

## Selection Process

A shortlisting exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

Deadline for application: August 6<sup>th</sup>, 2025

Applications will not be accepted after the closing date





**Ceannoifig /Head Office**

Pobal, Teach Holbrook, Sráid Holles,  
Baile Átha Cliath 2, D02 EY84, Éire.  
Pobal, Holbrook House, Holles Street,  
Dublin 2, D02 EY84, Ireland.

T: 01 511 7000

F: 01 511 7981

E: [enquiries@pobal.ie](mailto:enquiries@pobal.ie)

W: [www.pobal.ie](http://www.pobal.ie)

