

SKILLS FRAMEWORK FOR MEDIA		
SKILLS MAP - LEAD QUALITY ASSURANCE TESTER		
Sector	Media	
Sub-sector	Games	
Track	Quality Assurance	
Occupation	Game Quality Assurance Professional	
Job Role	Lead Quality Assurance Tester	
Job Role Description	<p>The Lead Quality Assurance Tester oversees and plans quality assurance tests and analysis of games, their playability and performance in order to meet or exceed specified standards and end user requirements. He/She manages the team, sets priorities and testing parameters, implements quality assurance automation frameworks and has accountability for the performance and results of the team. He develops departmental plans and priorities to address resource and operational challenges. He provides technical guidance to stakeholders and advocates quality assurance best practices. The role is critical as it exerts high level of influence on the final product. This involves collaboration within and outside the technical department. He is also expected to manage the project from a quality assurance perspective.</p> <p>The role involves high amount of project management, technical leadership as well as team management. He spends a significant amount of his time in guiding his team on project matters as well as in discussions with production leads regarding the quality of the production outcomes.</p> <p>He is an effective project manager and has the ability to communicate with people across the levels within the organisation. He has an eye for detail and is able to work on multiple projects and priorities in a fast paced, rapidly changing environment.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Plan game quality assurance testing	Develop timelines and budget estimates for quality assurance tasks
		Lead project teams to achieve quality assurance milestones and objectives
		Perform solution assurance activities for game development proposals to ensure viability and uncover potential risks
		Influence quality assurance team towards meeting higher quality standards
		Approve new solutions and/or best practices, design approaches and technologies
	Execute game quality assurance testing	Oversee the execution of all tests done by the test team to ensure that games are of high quality standards that are fit for shipping for each release cycle
		Lead the design and implementation of testing frameworks, test infrastructure and tools
		Review user reported issues on game to recommend solutions to complex issues problems
		Provide general supervision and technical guidance on quality assurance testing to the test team
	Optimise quality assurance process	Recommend improvements to optimise quality assurance processes
		Drive continuous improvement by developing sustainable quality assurance processes
		Develop quality assurance metrics to illustrate impact of quality assurance on the business in order to secure buy-in for new investments into the quality assurance processes
		Develop quality assurance guidelines to inspect games and report quality issues
		Establish policy for documentation of procedures and end user experience of games
		Enforce compliance with defined or standardised quality specifications for games
	Manage projects	Drive project to meet schedules, budget, manpower and technical quality targets
		Work with users, technical staff and management to determine and resolve issues associated with project implementation
		Conduct regular project reviews to recommend schedule changes, cost or resource adjustments
		Collaborate continuously with design, art and technical teams to define requirements and iteratively build solutions
Collaborate continuously with internal production teams to define requirements and develop test plans		
Manage teams and/or departments	Communicate common goals, direction and accountability among staff	
	Develop staff by coaching, mentoring and engaging in career discussions	
	Exhibit effective performance management practices within department in accordance with organisational policies and procedures	
	Monitor budgets, forecasting, work allocations and staffing of the various departments	

Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Game Concept Design	Level 2	Communication	Advanced
	Game Quality Assurance Testing	Level 4	Leadership	Advanced
	Game Testing Automation	Level 2	Interpersonal Skills	Advanced
	Gameplay Design	Level 2	Developing People	Advanced
	Project Management	Level 3	Teamwork	Advanced
Programme Listing	For a list of Training Programmes available for the Media sector, please visit: www.skillsfuture.sg/skills-framework/Media			

The information contained in this document serves as a guide.