Job Description

Job Title	M365 Tester
Directorate	Strategy and Change
Service Area	ICT
Grade	6
Competency Level	1
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	5th Floor Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

Working closely with the Lead tester providing a test function ensuring the quality and reliability of M365 applications and services, collaborating with cross-functional teams to design, implement, and execute test plans for all M365 applications.

Directly Responsible For:

Directly Responsible To:

Lead M365 Tester

Main Areas of Responsibility:

- Collaborate with cross-functional teams to design, implement, and execute test plans for M365 and D365 applications

- Conduct functional, regression, and performance testing to validate software functionality

- Identify and report defects, working closely with developers to resolve issues.

- Ensure efficient use of central and devolved IT teams across academic divisions and professional service departments

- Provide technical solutions for software provisioning and relevant account privileges

- Create and maintain comprehensive test documentation, including test cases, scripts, and plans

- Ensure that all services are fully supported, and end users have access to appropriate technical assistance

Supervision and Management Responsibility:

No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Prolonged use of IT systems and computers

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills

required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Qualification in Computer Science or a related field (A I)

Desirable

- Up-to-date knowledge of software test design, methodologies, and techniques

Experience

Essential

- Familiarity with programming concepts. Proficiency in testing Microsoft 365 applications, including Dynamics, Teams, SharePoint, Exchange, and OneDrive (A I)
- Experience with test automation tools (e.g., Selenium, TestNG) (A I)

Desirable

- Knowledge of security practices related to M365 and endpoint management

Skills/Abilities

Essential

- Adaptability: Willingness to embrace change, learn new technologies, and continuously improve (A I)
- Ability to think critically and troubleshoot issues effectively (A I)

Desirable

- Strong analytical and problem-solving skills with a focus on finding creative solutions
- Excellent verbal and written communication skills, with the ability to effectively communicate with technical and non-technical stakeholders
- Collaborative mindset with a willingness to work closely with diverse teams and stakeholders to achieve common goals

Commitment

Essential

- Integrity and professionalism, with a commitment to upholding ethical standards and fostering a culture of trust and respect (A I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

navajo

Merseyside & Cheshire LGBTIQA Chartermark

Other

Essential

- Proactive attitude with an understanding that a flexible approach may be required to ensure business needs are met (A)
- To provide office cover as required (A I)

Desirable

- Commitment to creating an attendance culture in line with the City Council's stated policy on attendance
- Commitment to providing a service that is considerate to all users