



Subsector: Enterprise

Job Family: Information Technology

Impact Level

Today, this role is responsible for Information Technology (IT) quality assurance through manual and automated testing – this includes finding and reporting bugs and glitches.

Medium Impact

Consolidated Activities

	Today	Future
IT Testing and Audit Plan Development	Execution requires manual documentation to describe testing scope and activities. However, some FIs have started to use RPA to map test plans to tracking tools.	IT testing plan development will continue to be improved with RPA tools that are able to run tests more quickly and accurately. This role will still be involved with analysing the results from automation systems.
Quality Assurance Testing and Monitoring	Execution can be time consuming and does not scale well.	RPA will be able to help with regression testing and test automation. Testing tools will reduce manual testing efforts, making the role more efficient.

In the next

3-5 years ...

This role will change to handle more complex cases that are escalated by automated systems. Human intervention will be required to resolve complex system issues, and to recommend preventive solutions for issues that arise frequently.

Skills Differentiators:

- ▶ **Automation Management:** Being able to use automated systems and identify opportunities to derive additional value from RPA will be critical to maximise its benefits.
- ▶ **Data Interpretation and Analysis:** Given more complex systems testing outputs, the job holder will be upskilled to analyse and interpret larger and more complex datasets in a meaningful way.
- ▶ **Investigation:** The job holder will display ability to examine logs and error reports to gather relevant information and uncover root causes.
- ▶ **Risk Awareness:** The job holder will possess strong knowledge of risk to assess system errors or problem severity across different scenarios.
- ▶ **Process Excellence:** With the incorporation of RPA, the job holder will need to continuously seek for opportunities to improve and streamline processes.

