



Job description

Title	LWDW – Program Test Lead
Number	103704
Group	Operations and Infrastructure
Division	City Waters
Reports to	LWDW – Establishment Manager Customer & Digital (Project Reporting Line - LWDW - Programme Manager/Director)
Direct reports	[Role titles of direct reports; or no direct reports]
Date	February 2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The Program Test Lead leads and coordinates User Acceptance Testing (UAT) activities across all workstreams of the digital partnership programme. The role is accountable for creating and maintaining the UAT test plan, managing testing progress, coordinating defect resolution, and ensuring quality deliverables meet business requirements across the three partner organisations (IAWAI, TCC, WBOPDC) during Phase 1.

Key outcomes

Lead UAT strategy and planning	<ul style="list-style-type: none">• Develop and maintain comprehensive UAT test plans covering all programme deliverables (Phase 1: Assets, Work Orders, GIS)• Define testing approach, standards, and methodologies aligned to programme milestones• Establish test environments, data requirements, and entry/exit criteria for UAT phases
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	<ul style="list-style-type: none"> • Create test schedules coordinated with programme delivery timelines • Identify testing resource requirements and coordinate business user participation
Manage UAT execution and quality	<ul style="list-style-type: none"> • Coordinate UAT testing activities across Asset, GIS, and Data Migration workstreams • Monitor and report on UAT testing progress, coverage, and quality metrics • Ensure test scripts and scenarios adequately cover business processes and requirements • Track testing defects, issues, and risks with appropriate escalation • Provide regular status updates to the Programme Manager and delivery teams
Drive defect resolution processes	<ul style="list-style-type: none"> • Manage and report on defect resolution processes with delivery teams • Coordinate defect triage, prioritisation, and root cause analysis • Work with business SMEs and technical teams to validate defect fixes • Ensure critical defects are resolved prior to go-live milestones • Maintain defect logs and ensure traceability to requirements
Ensure testing coverage and readiness	<ul style="list-style-type: none"> • Verify testing coverage across all programme deliverables and business processes • Conduct test readiness assessments and go/no-go recommendations • Validate that business requirements are met through comprehensive testing • Support migration of test scenarios into training materials where appropriate • Ensure regression testing is conducted for system changes and updates
Collaborate across delivery teams	<ul style="list-style-type: none"> • Partner with Asset Product Owner, GIS Team Lead, and embedded programme roles • Build effective relationships with business users participating in UAT activities • Work collaboratively with Infor delivery team on testing coordination • Support Digital Change Managers with testing insights for training development • Share testing best practices and learnings across the three partner organisations

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Essential person specifications

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- 5+ years experience in test management or test lead roles, preferably in ERP or enterprise system implementations
- 3+ years experience in User Acceptance Testing leadership and coordination
- Proven experience developing test strategies, plans, and test cases for complex business systems
- Experience with test management tools (e.g., Azure DevOps, Jira, TestRail) (beneficial)
- Experience testing asset management, work order, or GIS systems (beneficial)
- Experience in water sector, utilities, or local government implementations (beneficial)
- Strong understanding of software testing methodologies and quality assurance principles
- Demonstrated ability to manage defect lifecycles and coordinate resolution activities
- Experience working with business users to define and execute test scenarios
- Proven ability to produce clear test documentation, reports, and status updates
- Strong analytical and problem-solving skills with attention to detail
- Experience working in multi-organisational or complex stakeholder environments (beneficial)
- Excellent communication skills with ability to translate technical issues for business audiences
- Experience working collaboratively in agile or iterative delivery environments

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WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections