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| Job Title: | QA Engineer |
| Reporting To: | Head of Delivery |
| Contract Type: | Permanent |

Job Summary

The role is responsible for ensuring the quality and reliability of web, mobile and custom software applications through comprehensive testing, bug identification and quality assurance processes.

Roles & Responsibilities

*Major job functions or key work that may be performed. May be asked to perform duties that are outside the specific functions listed below.*

**Test Design and Execution**

* Work closely with project managers, product owners and development teams to define testing strategies
* Ensure testing strategies align with project goals and quality standards, achieving a suitable balance of manual and automated testing
* Contribute to the creation and maintenance of test plans, test cases and test data sets
* Design, develop, and maintain automated test scripts for web, mobile and custom software applications using industry-standard automation frameworks
* Execute automated and manual test suites for regression testing, feature testing, and non-functional testing

**Defect Identification and Reporting**

* Conduct thorough root cause analysis for identified defects and work closely with developers to facilitate timely resolution
* Report defects in a clear and concise manner, including detailed steps to reproduce, expected behaviour and actual results
* Identify potential risks and proactively develop mitigation strategies

**Continuous Integration and Deployment**

* Integrate automated tests into the continuous integration/continuous deployment (CI/CD) pipeline for early detection of issues
* Monitor automated test results and provide feedback to the development team on the overall system quality

**Documentation**

* Maintain comprehensive documentation for test scripts, test plans, and test cases
* Contribute to the improvement of testing processes and methodologies

**Stakeholder Communication**

* Contribute to daily project team stand-ups and client meetings where necessary

Education & Experience

*Minimum education and years of experience or specialized training are required for the job.*

**Education**

* Degree in Computer Science, Engineering, Data Science or relevant field or an equivalent combination of education, training, and experience.

**Experience**

* 5+ years of experience as a QA Engineer
* Experience of working on complex web, mobile, and custom software application projects
* Experience working on multiple digital development projects concurrently
* Experience working directly with development teams
* Experience of working with Appium
* Experience with one, or all, of Playwright/Webdriver IO/Cyrpess
* Experience with Typescript/Javascript
* Experience using PHP 8+, Laravel 10+, mySQL, Redis, and AWS is an advantage
* Experience with the page object model for test suite design
* Experience of integrating automated tests with cross browser tools such as Browserstack/Lambdatest
* Excellent level of experience in integrating various APIs, including RESTful APIs and third-party services
* Experience working with version control systems (e.g., Git) and collaborative development workflows
* Experience of React Native would be beneficial

Knowledge, Skills & Abilities

*Competencies and qualifications directly related to successful job performance. Not an exhaustive list of all requirements.*

* Possess a strong understanding of QA methodologies, tools, and best practices
* Possess a strong understanding of BDD/ Gherkin
* Ability to understand at a high level the technical landscapes/solutions
* Ability to explain technical concepts to both technical and non-technical stakeholders
* Ability in problem-solving skills and to diagnose and resolve technical issues efficiently
* Ability to work independently, manage time effectively, and meet project deadlines
* Ability to respond positively to changing priorities
* Ability to work under pressure within a fast-paced environment.
* Strong communication skills, both verbal and written
* Strong interpersonal skills and ability to work with many different departments/personalities
* Ability to work well and collaborate in a team environment
* Outstanding organisational and time management skills

Additional Requirements

* Availability for occasional after-hours support as needed
* Travel when required to industry events, client meetings and team meetings
* Flexibility to adapt to changing business needs and priorities