

## JOB DESCRIPTION

<b>JOB TITLE:</b> Quality Assurance Manager
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JOB FAMILY:	Quality Assurance	BAND:	E
DIVISION/DEPARTMENT: Product Development			
REPORTING TO: Development Director			
JOB TYPE: Full-time / Permanent			
LOCATION: Oxford, UK or East Coast, US.			

PURPOSE OF JOB
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Take overall accountability and responsibility for assuring the consistent quality of Ingenta’s software products through the definition of test strategies, test suites and test cases with a focus on automation and continual improvement.

KEY RESPONSIBILITIES
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Required to work effectively as part of self-managing, cross-functional Agile teams. Create and maintain documentation on your work and review of others as required. Follow the Jira Scrum workflow and suggest / implement improvements.

- Management of QA resources within Ingenta and external partners (offshore).
- Management of on and offshore resources, communication and scheduling of tasks.
- Define test strategies, test plans and provide guidance for junior level QA technicians.
- Line management and personal development of a team of QA technicians, ensuring efficient completion of tasks to required technical and quality standards and best practices.
- Production of management reports and QA phase exit reports across multiple products / implementation projects.
- Take ownership of the test strategy for each project ensuring an adequate level of test coverage is achieved to deliver a quality solution to the end customer.
- Plan and manage the generation of test scripts and test estimates.
- Define and implement measurable KPIs and improvements to our existing processes and automated tools with the goal of increased testing scope and quality.
- Collaborate across teams within Ingenta to enhance overall product quality.
- Communicate with stakeholders ensuring scope, acceptance criteria, and test results are clearly communicated to facilitate structured sign-off.
- Manage test environment(s) data, configuration and test-harnesses as necessary.
- Provide status reports on testing progress and outcomes to project stakeholders.
- Active involvement in day-to-day test activities across the team and escalating issues/deviations proactively.
- Assist with the release process and deployment of software upgrades, enhancements and fixes that are coordinated with Professional Services, Support Services and Product Management.
- Drive the definition and implementation of an automation framework and strategy across all products.
- Define and / or contribute to process and standards adoption / improvements.
- Familiar with the compliance requirements imposed by GDPR.

**KEY TECHNICAL SKILLS SUMMARY**

**Essential**

- In-depth understanding and use of formal testing methods
- Demonstrable experience in all aspects of functional and non-functional testing of enterprise software applications
- Sound understanding and experience of the full Software Development Lifecycle
- Experience of working within a Scrum agile team.
- Experience of working with and managing offshore and 3<sup>rd</sup> party team members.
- Experience of testing systems built using the following technologies:
  - Java
  - .NET (web and client/server)
  - Web Services
  - Browser based applications
  - Browser report testing
  - SQL / Oracle database
  - JavaScript

**Desirable**

- ISTQB/ISEB Qualified in software testing
- Test automation using Selenium, SmartBear Test Complete / QA Complete.

**FLEXIBILITY STATEMENT**

*The fast-moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.*

**INTERNAL RELATIONSHIPS**

Product Management / Implementation Services / Support Services.

**EXTERNAL CONTACTS**

Potential for direct customer contact in relation to product support.