

JOB DESCRIPTION

JOB TITLE: Quality Assurance Technician
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JOB FAMILY:	Quality Assurance	BAND:	B
DIVISION/DEPARTMENT: Product Development			
REPORTING TO: Development Director			
JOB TYPE: Full-time / Permanent			
LOCATION: Oxford, UK			

PURPOSE OF JOB

Ensure the consistent quality of Ingenta’s software products through the accurate planning and efficient execution of test cases with a focus on automation and continual improvement.

KEY RESPONSIBILITIES

Required to work effectively as part of self-managing, cross-functional Agile teams. Create and maintain documentation on your work as required and follow the Jira Scrum workflow.

- Plan and manage the execution of test scripts and contribute to estimates.
- 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.
- Liaise closely with the Support Services and Professional Services teams to understand and resolve issues in a timely fashion that does not impact the project end-date.
- Work with 3rd party software providers as required throughout the software development life-cycle.
- Active involvement in day-to-day test activities and escalating issues/deviations proactively.
- Assist with the release process and deployment of software upgrades, enhancements and fixes that are coordinated with the Professional Services, Support Services and Product Management teams.
- Contribute to measurable 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 testing systems built using, but limited to, 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
<i>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.</i>
INTERNAL RELATIONSHIPS
Product Management / Implementation Services / Support Services.
EXTERNAL CONTACTS
Potential for direct customer contact in relation to product support.