

Software Test Analyst

Job description

Purpose Summary

The Software Test Analyst is responsible for providing support to the QA / Release Control Team in software testing and co-ordinating release activities for the business. Responsible for interfacing with our India QA teams, successful testing, including User Acceptance Testing, fault fix, new feature, regression, automated and ad hoc testing, and supporting all releases and patches to the live customer environment.

The key areas of responsibility for the Software Test Analyst include:

- Software Testing
- Customer Service
- Interface with our India QA Team
- Teamwork
- Knowledge

Principal Responsibilities

Software Testing

- To be responsible for software testing, including the maintenance and expansion of the Rational Functional Tester automated test suite.
- To be responsible for carrying out functional and user acceptance testing to ensure that high quality standards are achieved at all times for all software releases.
- To be responsible for ensuring that user acceptance testing is carried out in line with the development programme, that agreed criteria and process checkpoints (gates) are completed, that feedback is provided early in the development cycle to support efficient project delivery, and that relevant release documentation is attached before release to the customer to ensure that quality standards are maintained.
- To assist with the preparation of test plans and test scripts and demonstrate the scenario condition, recording software defects and provide thorough technical descriptions and evidence, and to provide feedback and regular updates to the team and Release Manager to ensure that high quality and accuracy is maintained throughout the software test life cycles, including interfacing to our Indian Test teams for non-urgent testing projects, including regression testing, fault fix and full release test projects,
- To be responsible for planning, writing and executing test cases, working with team members to troubleshoot any problems with systems in production and ensuring that all relevant personnel are kept informed of progress.

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- To create high quality handover and test case document for our Indian test teams to run required test routines.
- To ensure the delivery of high quality releases on time, the UAT and approval of releases and patches, following the testing and release calendar and release plans and tracking project and release risks and issues.
- To provide assistance to the Release Manager in planning and co-ordinating testing activities, with UK and Indian test teams, to ensure successful deployment of all releases and patches to the live customer environment.
- To identify test requirements and best approach based on user requirements to ensure that customer needs are met.
- To produce effective documentation of software issues and enhancement requests so that accurate test records are maintained and tasks can be easily assigned to team members ensuring effective utilisation of development resources.
- To engage with projects in early phases to ensure alignment with the overall release calendar, providing information to the QA / Release Manager on release schedules and plans, building relationships with host providers / partners or third parties if required.
- To identify and define opportunities for improvement, measurements for those improvements and the implementation and roll out process to ensure that overall quality standards and customer expectations are met or exceeded.

Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To communicate courteously with internal and / or external customers by telephone, email and face to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to listen to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.

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- Such other duties as the management may from time to time reasonably require.

Reporting

Department: R&D – QA / Release Control

Location: Farnham / Watford

Reports to: QA / Release Manager

Responsible for: N/A

Key Interfaces

Dealing with internal and external customers.

Dimensions / Budgets

The R&D department consists of over 65 team members based in the UK and Bangalore, of which approximately 14 form the QA / Release Control team.

Knowledge, Experience and Qualifications

Essential Skills

Proven experience of functional and / or user acceptance testing with strong base test skills and experience of working through a number of full lifecycle projects.

Familiarity with defect investigation and isolation and the importance of reliable means of defect reproduction.

Basic skill development in .net or java (eg forms, control flow, parameter passing, basic exception handling, etc) The purpose of this knowledge is to enable the candidate to use and expand the automated test scripts which are driven using basic Visual Basic.net

Able to explain differences in test types and when each type is applicable.

Familiarity with key testing axioms.

Good comprehension of or enthusiasm for gaining automated testing process knowledge and is able to evidence this.

Regular use of a defect management system such as Test Director, Mantis etc.

Able to demonstrate awareness of the importance of test process collateral (scripts and other deliverables) and the requirement for testing to feedback information to management.

Able to demonstrate a strong grasp of the test lifecycle within the development lifecycle.

Able to demonstrate technical ability – eg Principal Windows desktop family administration skills such as basic familiarity with services, task manager, basic networking etc.

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Competencies Required

Strong commitment to quality and a thorough approach to responsibilities.

Excellent written and verbal communication skills.

Good attention to detail with a focus on quality and continuous improvement.

Excellent time management and planning and organisational skills.

Excellent interpersonal skills and customer service orientation.

Good problem solving skills and the tenacity to stay with an issue until it is resolved.

Excellent team-working skills.

Self-motivated, proactive, enthusiastic and committed to a testing career track.

Desirable skills

Core SQL server administration skills eg backup / restore, troubleshooting user / application connections.

Defect management – able to evidence knowledge of best practice approaches to managing the defect lifecycle.

Experience managing a DMS advantageous eg Test Director, Mantis etc.

Familiarity with SDLC variants and the role in each for testing.

Experience in beta programme management and experience of customer contact.

Awareness of relational DB structure, SQL useful occasionally.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.