

QA Test Analyst Job description

Description of your role at Crafted

Classified as confidential

Employee {Name}

Department Production

Reporting to Production Director

Salary range Dependent on experience, contributory pension, 25 days holiday including 8 Bank Holidays

Job Description.

Summary of the main objectives of the job.

You will be responsible for testing websites, apps and web applications across multiple projects that are in development for a range of our Clients. Performing a wide variety of manual testing including but not limited to functional, system integration, regression and exploratory testing across multiple technology platforms. You will work collaboratively with Developers, Project Managers and other QA Test Analysts and ensure the delivery of high quality solutions that not only perform functionally but also to the highest levels of visual quality and UX.

Position in the organisation.

Details in relation to immediate supervisors, peers, and subordinates.

Reporting into the Production Director and supervised by the Senior QA Test Analyst you will also work closely with the Production Team, Developers and the Creative team.

Key responsibilities and tasks.

Examples of key accountabilities of the role.

- Development and execution of web site and mobile app test plans based on functional specifications and acceptance criteria
- Ensuring that the final product meets client's expectations and confirming user satisfaction across a range of devices
- Logging, prioritization and re-testing of bugs and subsequent fixes
- Carrying out post-release regression and smoke tests as required
- Perform root cause analysis of issues identified and communicating this effectively to ensure satisfactory resolution
- Work with the Senior QA test analyst in the evaluation, recommendation and implementation of testing tools and technologies to improve processes and delivery to Clients
- Completion of testing and other associated work within project timelines and budgets
- Collaborate effectively with developers regarding bugs or other issues found, working to ensure they are resolved to the defined standards of the project
- Production of high quality documentation, including test plans, issue write ups and other project documentation as required
- There may be occasional professional engagement with clients

Experiences and competencies.

- Details of knowledge, skills, and experience required of the role.

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We have a strong focus on personal development and know 'good people' can build upon skills to make them the right fit for the role. However, to hit the ground running, we do need you to have a certain level of experience. For this role, we need you to have:

- Awareness of cross-device compatibility issues and the challenges they pose to quality
- Ability to create detailed test plans and bug reports
- Meticulous level of attention to detail is needed for this role with a strong commitment to accuracy and quality
- Self-motivated and willing and able to help deliver projects on time for Clients
- Effective management of own workload across a diverse range of projects
- Strong problem solving and analytical skills with the ability to clearly communicate and share solutions with the wider team
- Analytical skills tracking and identifying bugs and defects and analysing data
- Technically aware of and able to understand software architecture concepts and workflows
- Knowledge of HTML, CSS and other programming languages to assist with testing websites and web-based systems
- A sound understanding of website testing processes, methodologies and techniques
- Proven QA testing experience within a commercial software environment ideally with commercial websites
- Web based applications testing experience
- Experience with cross browser / device testing
- Understanding of schema, meta and other best practices for marketing websites and knowledge of how to test these would be advantageous
- Knowledge of working with Content Management Systems (CMS)
- Excellent time management skills and experience of working efficiently on multiple projects concurrently
- Knowledge of industry standards and best practice
- Strong interpersonal skills are essential, being able to communicate well verbally and in written form
- Although this is a predominantly manual testing role, experience of automated testing systems (e.g. Katalon, Cypress.io) would be advantageous

Behaviours.

At Crafted we pride ourselves on the quality of the work that we do for all our clients. You will be an integral part of ensuring that we deliver this on our design and build projects. You will need to have a meticulous approach to your work, be highly organised and prepared, investigating the when, where and why of any problems.

You will work in an exciting fast paced agency environment where you will need to get things done quickly and efficiently but ensure a high standard of quality. The role is for someone who loves variety and pace in their work and can work collaboratively with a range of people. Adapting your interpersonal skills, delivering feedback in a way that maintains and strengthens your working relationships with individual developers, designers and project managers. You will need to come across as assured and knowledgeable in your area, seeking support where you need it.

We expect you to be prompt in your responsiveness and with the ability to manage expectations internally and externally. Confidently consult and have influence in meetings with your project team, stepping up when needed to go beyond for the project. Take pride in your work and the work of the wider team while being aware of commercial impact of QA on projects and their delivery.

Crafted's values.

Our values are more than just words on an office wall. They provide direction for your decision making, how to conduct yourself, and how you can have a positive impact on the business.

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Go Deliver.

Expertise and quality in all we do
Commitment to keeping our promises
Taking ownership and finding solutions

How to apply it:

You take pride in delivering quality work. You know that it's better to show, not tell, and you'll confidently share your knowledge and expertise in a way that helps those you work with. You're committed to the task and can be counted on to keep your promises.

Go Together.

Being dependable and considerate
Flexibility and willingness to support each other
Being respectful of others
People first culture

How to apply it:

You appreciate, and encourage sharing of, other people's views, ideas, and opinions. If you see a person struggling, you're finding ways to support them. Equally, if you're having a tough time, you seek support. You know that the whole is greater than the sum of all our parts.

Go Beyond.

Impact outside of our four walls
Exceeding expectations
Striving for better

How to apply it:

You're motivated to discover, learn, and adopt new things. You're not afraid to challenge assumptions and look at the bigger picture. You bring enthusiasm to your day-to-day and it helps you to outperform expectations. You have a positive impact outside of your specific responsibilities.

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