Software Tester – Learning and Information Services – Grade

Job Description

Purpose

To be responsible for supporting the Test Manager in the implementation of a testing strategy for software deliverables, using recommended tools to manage the testing process, ensuring policies and best practices are adhered to. To take responsibility for the creation and execution of test plans, test cases and for ensuring that bugs are accurately recorded and escalated to the development team.

Duties

1. Write and execute manual and automated test cases, raising bugs and risks as necessary for the project test cycles.
2. Perform automated testing using JavaScript, TypeScript and Playwright.
3. Liaise closely with project Business Analysts to ensure acceptance criteria is clearly defined for each user story.
4. Creation of test cases based on acceptance criteria as detailed in relevant user stories.
5. Close collaboration with business stakeholders and the Business Analyst through the User Acceptance Testing phase, acting as the stakeholder's first point of contact for testing-related activities.
6. Monitoring of testing progression throughout the testing phase, ensuring testing timescales are accurately scheduled delivered in line with project timescales.
7. Maintain a strong relationship with stakeholders, Business Analysts and Platform Managers to ensure best practice is adhered to in relation to testing.
8. Provision of 3rd line support to both stakeholders and development teams through the investigation, analysis and resolution of queries raised via the Service Desk and throughout the project development lifecycle.
9. Effective use of tools provided such as SQL, Azure DevOps, ServiceNow and appropriate testing tools, continually striving to make improvements in the testing process.
10. Professionally represent LIS to internal and external stakeholders.
11. Contribute to stand-ups, team meetings, and other relevant forums as and where required.

12. Demonstrate flexibility and commitment to the University strategic plan, policies, and development plans.

13. Staff may be required, from time to time and on an ad-hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.

14. Observe, monitor, and comply with all relevant University policies and procedures in the performance of duties, particularly in relation to System and Information Security.

15. Undertake any other duties commensurate with the grade of the role.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working within a digital environment (Application/Interview).
- Undergraduate degree in an IT related subject, or equivalent experiential learning (Application).
- Coordination skills in supporting stakeholders through User Acceptance Testing (Application/Interview)
- Ability to learn the relevant Project Development Lifecycle knowledge (Application/Interview)
- Ability to learn and write development code using JavaScript, TypeScript (Application/Interview).
- Ability to communicate and collaborate well with colleagues and stakeholders at all levels of an organisation with varying technical experience and capabilities (Application/Interview)
- Ability to train system end users through the production of user guides and videos and delivery of training workshops (Application/Interview)
- Strong problem-solving capability and query resolution skills (Application/Interview)
- Able to work under pressure, both as part of a team and on own initiative, with the ability to successfully meet project delivery deadlines (Application/Interview)
- Awareness and understanding of confidentiality (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of software testing process, including creating test cases (Application/Interview)
- Ability to use a coding language (JavaScript/TypeScript) or use software testing automation tooling (for example Selenium, Playwright, Cypress, Robot Framework and Katalon) (Application/Interview).
- Certification in software testing (ISEB/ISTQB/BCS) (Application).
- Experience of project management tools such as JIRA and Azure DevOps (Application/Interview).
- Ability to identify opportunities to automate tests (Application/Interview).
- Experience of the defect process, within a software development environment (Application/Interview).