

JOB TITLE: Software Tester

JOB HOLDER _____

1. MAIN PURPOSE OF JOB

Perform testing procedures on the Application Software and ensure all errors are identified and corrected before release to clients.

2. POSITION IN ORGANISATION

- Reports to the Software Testing Team Leader.
- Direct contact with internal clients at a user and project management level
- Provide advice to internal clients at all levels.

3. SCOPE OF JOB

- **Testing** – Ensure all software errors are identified and corrected.
- **Quality Assurance** - To ensure all aspects of work meet customer expectations and company quality standards
- **Communication** – ensure a good level of teamwork, highlighting issues in good time and proactively suggesting solutions to resolve problems
- **Support** – Assist with resolution and reproduction of user software problems.
- **Work Organisation** – Effective prioritisation and meeting deadlines
- **Individual Development** – Take ownership of personal development.
- **Technical/Commercial Knowledge** – For all CDL applications – a good understanding from a software testing perspective (non-technical) and a good appreciation from a technical perspective, maintain knowledge of current software testing tools, testing standards & company issues

4. DIMENSIONS & LIMITS OF AUTHORITY

- Take responsibility and ownership for completing assigned tasks that may rely on the contribution of other team members
- Rejection of incorrect programming work.
- Estimating Software Testing days work for tasks relevant to the team
- Authorises distribution of fixes to existing software releases.

5. QUALIFICATIONS

- Minimum 'A' level, preferably HNC or HND in a relevant subject or equivalent
- Ideally specialist software testing skills and knowledge of structured software testing methodologies gained through formal training (e.g. ISEB foundation accreditation) or Insurance industry recognised accreditation or formal programming training to enable complex automated test scripts to be produced

6. SKILLS AND ABILITIES

- Proven ability in structured testing
- Insurance industry experience advantageous
- Knowledge of structured software testing methodologies
- Knowledge of automated testing tools, ideally Compuware Test Partner
- Communication skills – experience of communicating with clients and line management.

JOB HOLDER

IMMEDIATE SUPERIOR

DUTIES & KEY RESPONSIBILITIES:

Software Tester

Testing

50%

- Analysis of design specifications in order to produce comprehensive test scripts and scenarios for expected results to be performed manually and using automated testing tools
 - System Testing of new applications and existing software enhancements to ensure they meet design specifications.
 - Functionality Testing of new applications and existing software enhancements to ensure they meet business requirements through performing end to end business scenario tests
 - Regression Testing of new applications and existing software enhancements to identify any possible impacts caused by changes.
 - Recording of test results
 - Maintenance and management of manual and automated scripts & test databases
 - Verification and evidence of reproduction of any reported faults in existing clients software.
 - Testing of fixes required for reported faults, including tests for possible impacts from changes.
 - If specialising in automated testing script development –create and maintain technically complex text scripts user programming language e.g. VB script
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Quality Assurance

10%

- Ensure all work produced meets customer requirements before being released for internal approval
 - Ensure all work meets the guidelines & standards defined for the team and the company
 - Identify and resolve errors in work
 - Proactively identify and resolve potential problems in work produced or the production process that may lead to customer dissatisfaction
 - Productively participate in peer reviews either as reviewer or an author being reviewed with the aim to enhance own or team member's work and standards
 - Perform effective version control management in all aspects of documentation / script output
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Communication

15%

- Ensure internal customers are kept informed of development issues
 - Ensure that the management team are kept informed of progress & any significant issues
 - Produce well written documents / perform workshops on areas of expertise and knowledge (as required)
 - Proactively contribute to & utilise the team's / division's technical knowledge base
 - Liaise with analysts, developers and business domain experts to better understand requirements and produce effective test scripts
 - Ensure developers are kept up to date with latest problems requiring resolution and take ownership of issue until resolved
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Support

10%

- Assist team members with resolution of work problems
 - In a timely manner assist and advise internal customers on technical issues, resolving any incident calls allocated
 - Assist internal clients in queries relating to the progress of any outstanding /ongoing problems or the functionality of the Application software.
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Work Organisation

5%

- Estimating effort and software testing resources required for tasks
 - Ensure tasks prioritised effectively and testing tasks delivered on time
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Individual Development

5%

- Identify personal development requirements

- Participation in appraisal process & scheduling of appraisal tasks
 - To operate effectively within the team and the company
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Technical/Commercial Knowledge

5%

- Demonstrate a high level of technical competence within the scope of the role, self-sufficiency & willingness to acquire new and additional skills
- Maintain an awareness of company issues.
- Recommend application enhancements to be included in CDL application product plans
- Maintain a good level of understanding in all CDL application software, their operation & architecture
- Maintain a detailed knowledge of company's testing procedures, processes and tools.
- Maintain a good knowledge of the company's application development life cycle.