

Software Quality Engineer

We are looking for a Software Quality Engineer to join our growing team of highly competent engineers working on a variety of applications and services to support our omni-channel, interactive, communication platform.

We have a small dedicated engineering team based at Bletchley Park, Bletchley with the main company office in Shoreditch, London. We offer a friendly and flexible working environment with days mixed between office and home working. Occasional travel to London may be required.

Working as part of the engineering team you will participate in all testing activities for the ContactEngine platform. This will include functional and non-functional testing with a combination of both manual and automated testing.

Key Responsibilities

- Participate in all testing activities within the agile pipeline – estimate, prioritise, plan and coordinate.
- Create and execute detailed, comprehensive, and well-structured test plans and test cases that will include both functional and non-functional tests.
- Support the investigation of bugs and live production issues.
- Recreating and verifying defects with detailed replication steps, working with the engineering team to ensure efficient resolution.
- Perform thorough regression testing prior to releasing and as and when any bugs are resolved.
- Develop and maintain automated test suites across staging and production environments.
- Creation and maintenance of test data to support productive tests with maximum test coverage. This will also involve the creation and maintenance of SQL scripts to create and inject this test data.
- Provide input into platform architecture and implementation of automation tooling and frameworks to facilitate testing, continuous integration, delivery and deployment.
- Stay up to date with new testing tools and test strategies.

Knowledge/Experience

Required:

- Proven experience in a similar testing role within software development with at least 3+ years of experience.
- ISEB/ISTQB qualified.
- Experience in creating clear, concise, and comprehensive test plans and scripts, through execution to reporting of the results.
- Practical experience in software testing (planning and execution, manual and automated) across the application landscape e.g. UI, business logic, data access, web services/APIs.
- Sound understanding of different types of tests, their value, and where they fit into the software development lifecycle.
- Hands-on experience with automated testing of .NET applications and services in a cloud environment with a good understanding of test automation design patterns, practices, tools, and frameworks e.g. TDD, BDD, Gherkin/SpecFlow/Jasmine, Selenium etc. Writing tests using JavaScript, TypeScript etc.
- Experience with cross browser and non-functional testing strategies and tools.
- Knowledge of SQL.
- Keen to share knowledge throughout the team.

Desired:

- Experience working in an ISO 27001 controlled environment where data security is paramount.
- Experience using BrowserStack or other third-party selenium grids.
- Knowledge of Git, TeamCity and Octopus Deploy.
- Experience with performance testing and tools.
- Familiarity with any of the following logging, monitoring and alerting tools – CloudWatch, Azure Monitor, Splunk, StatusCake, Grafana, PagerDuty.
- Scripting – PowerShell
- Experience using Jira.
- Experience working in an Agile/Scrum environment.

For more information about ContactEngine, please visit www.contactengine.com



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ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

For more information, visit www.contactengine.com