

# Software QA Support Specialist

**Location:** Bristol

**Reporting to:** Software Development Manager

## Role summary:

Smartbox produces specialist software, computer and communication systems for people with disabilities, providing them with a voice and independence.

We are looking for a QA Support specialist to join our highly skilled software development team in Bristol. The team are responsible for developing and improving our flagship software title.

## Responsibilities:

An integral member of the software development team, the role is primarily split between Quality Assurance testing and providing second-line support and investigation.

You will be responsible for testing features and bug fixes to ensure that they meet all of the criteria ready for release. This will involve working closely with the team of software developers, both to understand what needs testing, but also to help them understand any bugs in-hand and their priorities.

You will also work closely with our first-line Support team to understand any active issues affecting customers. Issues will need further investigation to understand the root cause and identify clear reproduction steps.

Ownership of the QA process should be a natural step, with confidence to make improvements and implement new methodologies where appropriate.

There will also be scope for testing hardware products, including pre-release prototypes.

## Required key skills and qualifications:

The successful candidate will have:

- Experience of functional, exploratory testing of software on Windows and iOS platforms, on a variety of different hardware
- Experience of triaging and logging issues
- Experience of regression testing - identifying weaknesses/vulnerable areas in the software
- Interest in new technology
- Ability to translate technical information to a non-technical audience

### Advantageous:

- Knowledge of the AAC industry
- Familiarity of continuous software development tools, like GIT, Visual Studio and Team City
- Experience of Agile methodology and release processes
- Any working knowledge of programming (e.g. C# and .NET)

### Competencies:

- Ability to solve complex problems
- Sets high standards and goals for self and others
- Takes responsibility for own output
- Organisation and planning
- Attention to detail
- Flexible & enjoys fast-paced environment
- Integrity & honesty
- Calm under pressure
- Self-motivated, proactive, takes initiative
- Good listening skills
- Open to ideas and criticism from others
- Works well with a team, including remote workers

*The successful applicant will also be asked to perform other duties on an ad-hoc basis.*