



Job Description

Job Title: Quality Assurance Specialist
Location: Bristol Office
Reporting to: Head of Software
Contract: Full Time
Salary: 25k- 28k depends on experience

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

The successful candidate will be the gatekeeper of quality for our Grid software. Within our close-knit team, we are continually working on improvements and new features and you will play a key role in ensuring that these changes reach the end user without any glitches, as well as being fit-for-purpose. We are a highly collaborative team, valuing everyone's input and are looking for someone who is able to join group discussions and champion quality processes.

Day-to-day tasks are varied. One day you may need to verify that a software crash has been fixed. The next day, you may be comparing the performance of an eye gaze camera indoors versus outdoors in the bright sunshine. The next, you may be advising the Head of Software on improvements to quality processes. You will have responsibility for prioritising your daily workload and in doing so, we'll be looking to you to keep the team updated on progress and potential issues. You will be comfortable corresponding with all areas of the company to understand what is important.

We are looking for someone to be proactive and take ownership of software quality assurance as a whole. You will be someone who enjoys thinking about our overall software quality and processes, and facilitating continuous improvement

We are in the process of expanding test automation within our software and your involvement in this will be vital. You will work with our software developers to understand the pain points of manual testing.

As part of this role, you will have the opportunity to meet our customers and understand why a high-performing, good quality device is so important to someone who relies on AAC technology to communicate.

Duties will include:

- Executing functional and exploratory testing of software on Windows and iOS platforms
- Carrying out regression testing prior to software releases - flagging any issues before they are seen by the customer
- Compiling testing steps, reporting results and making recommendations for further QA
- Working with software developers on test automation strategy
- Identifying and carrying out process improvements
- Tracking customer-impacting problems – analysing to understand impact, and maintaining quality metrics to drive future improvement
- Advising the Head of Software on areas that need attention
- With a keen eye for detail and excellent communication skills you will have a passion for the latest technologies and the benefits they can bring to this role
- Ability to translate technical information to a non-technical audience

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- At least 2 years' experience of QA testing
- Highly competent technology user
- Good time management skills and the ability to multitask
- Highly organised
- Prior experience of process improvement
- An inquisitive mind and a good problem solver
- A working understanding of issue tracking
- Takes responsibility for own output

Useful skills/attributes

- Knowledge of the AAC industry
- Experience of testing apps with a regular release cycle
- An understanding of programming languages and/or scripting languages
- Flexible & enjoys a fast-paced environment
- Experience of testing products that are released in many languages
- Knowledge of testing methodologies and techniques, and when to apply them

Rewards and benefits

- Smartbox offers comprehensive benefits including Company Pension, Group Life Assurance and Income Protection together with Private Medical Insurance
- 25 days holiday plus public holidays
- Laptop provided
- Onsite parking available
- Office snacks
- Flexible working
- Training and development opportunities
- Cyclescheme
- Complimentary theatre and cinema tickets to Malvern Theatres
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year

****We welcome applications from all communities and those from diverse backgrounds and groups.****

****Please outline your experience and ability to excel in this role within your covering letter.****