London Business School

JOB DESCRIPTION

Job Title	Software QA Engineer		
Reports to	Head of Software Quality Assurance		
Department	Technology – Delivery Capability		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

As we embark on an accelerated period of change, leaving behind traditional datacentres and ITIL change management for Azure Cloud Hosting and DevOps delivery, there are a great many opportunities to effect positive modernising influence throughout the process. The Software QA Engineer is responsible for helping the Technical Delivery Team to release software to a known quality standard through both active and passive quality checks within an Agile methodology.

Active methods might include the creation, collation, distribution, and execution of test cases, quantitative testing, such as performance and regression testing, qualitative testing, such as exploratory and UI/UX testing, using both manual and automated toolsets.

Passive Quality Assurance might include Agile team-level process review and improvement, pre-development checks to prove the design and specification of a new function, Proof of Concept or Alpha level focus groups, and reinforcing lessons previously learned.

Whilst many of the functions of the role are manual in nature, with the everincreasing scope and necessity of automated techniques, the QA Engineer will need to script repeatable actions to detect regression quickly, or scale actions up to levels unattainable by individuals, but common in groups; something traditionally very difficult to achieve with manual testing.

In contrast to manual or automated test case creation, one significant element of the role is to work well with others, often managing upwards with both team members within Technology, and stakeholders and customers without. If the QA Engineer finds an issue they strongly believe would negatively affect the product, they must have the resolve and conviction to present a persuasive argument to the Product Owner, using solid evidence and clear explanation, to delay the release.

To succeed in this role, a QA Engineer must possess programming experience, ideally in a modern object-oriented language such as C# or Python. But must also be happy to set aside coding for periods of time and make use of their interpersonal stakeholder-management skills, as well as manual testing methods.

The main aspects of the role are to:

- Support the Head of Software Quality Assurance in ensuring software is delivered to a standard befitting London Business School.
- Apply QA team working practices to assigned Products and bring fresh new practices back to the team to disseminate amongst other QA Engineers.
- Act as a champion of Quality for assigned Products, from inception through delivery and into maintenance and support.
- Collaborate closely with the Product team, build working relationships and guide others in all matters pertaining to Quality.
- Manage UAT sessions, Alpha/Beta cycles, and focus groups. Be comfortable speaking to new colleagues and customers. Demonstrate strong customer focus and understand how to speak to a customer, particularly when delivering bad news.
- Understand and drive Agile ceremonies and principles, taking personal share of responsibility in delivering a self-managing Product team.

- Be a T-shaped colleague, eager to step up and work outside of your comfort zone when necessary (for example, when others are on annual leave), to ensure the continuation of the Product development, whilst maintaining an expert level of knowledge in Quality Assurance.
- Understand and apply a wide range of test types, such as Smoke, Regression, Exploratory, Penetration (Security), Performance, API, Load, Accessibility etc.
- Learn continuously, making use of bite-size training to understand new and emerging standards in Quality Assurance; bring findings back to the team and train others as necessary.
- Become a domain expert for assigned products, taking appropriate responsibility for their Quality throughout development cycles and into support and maintenance.
- Demonstrate newly developed features to colleagues and end-users, where necessary, through individual demos and broader show-and-tells.
- Add new automated tests to the Product test harness and improve old scripts to keep them relevant.
- Write code to streamline processes and work wherever possible, to the betterment of the Product or Quality Assurance teams, the wider business, or to yourself.
- Produce all manual test cases and scenarios necessary to ensure and maintain the quality of the system, execute test cases and record results

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

• Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision-making process.

• Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

• Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

• Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

• Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management

• Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

• Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

• Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

• Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality software with majority of bugs identified and resolved prior to release.
- Delivery of high-quality service in area of specialism.

- Development of solutions and improvements to issues within own area of specialism.
- Production of high-quality reports, with analysis to support management decision-making.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree, preferably in STEM subject.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software to extract, analyse and report on data.
- Demonstrable experience of writing code in a modern object-oriented language such as C#, Javascript, or Python.
- Experience writing code-based automation tests.
- Experience with code coverage tools e.g. TeamCity, Octopus Deploy, SonarQube.
- Basic project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Experience of working in a customer facing environment.
- Experience in building strong relationships with business end users, Software Developers and Infrastructure Engineers.
- Experience of using JIRA (or similar) for operating a Software Development Lifecycle, specifically tracking test issues and reporting.
- Experience coordinating a range of test types within an Agile team methodology.

Resources including team management

- Experience of supporting more junior colleagues in their work and upskilling/onboarding
- Experiencing demonstrating software and procedures to colleagues, including those more senior
- Experience in conducting interviews is desirable

Staff	0
Budgets	n/a
Date Updated	25 th July 2022