
1 – Employee's Duties

JOB DESCRIPTION & ACCOUNTABILITIES



Effective: xxxxxx 2017

Name : Rxxxxxxxxxx

Reporting To : Technical Lead

Position Title: QA Engineer

Direct Reports : N/A

Department : Technology Services

Location : Colombo, Sri Lanka

POSITION PURPOSE:

PEAK Colombo is the Global Service Centre in IT Development & Technology, Finance, and HR for Intrepid Group, headquartered in Australia. Run by travellers, for travellers, the Intrepid Group is the world's largest provider of small group adventure travel experiences over 1000 itineraries on every continent, catering for all ages, budgets and appetites for adventure. Intrepid opened its Sri Lankan Service Centre in January 2013 to deliver quality service to the group.

We are looking for a QA Engineer to join our dynamic IT team in Colombo.

The main responsibility of this role is to work alongside the global development team to create amazing new products and features. You will be working closely with internal team members, locally and remotely as well as with external consultants and a global business to improve the applications and systems of the Intrepid Group.

WHAT YOU WILL BE DOING:

You will be working in an environment that takes Agile seriously and produces amazing technological solutions to engage with our business users. As a key member of our team, you will work very closely with product owners, senior technical staff and end-users to deliver the best possible solutions with the latest techniques and tools.

You will work on testing and quality assurance tasks that range from idea through to completion on new features, changes to existing features, and entirely new systems working hand-in-hand with your developer colleagues, this will require excellent communication skills and an eye for detail.

REQUIRED QUALIFICATIONS AND EXPERIENCE

- 1 - 2 years of experience in the QA engineering track
- A bachelor's degree in Computer Science or Software Engineering
- Experience in creating and executing test plans and following process guidelines
- Experience in testing public facing websites and window based applications
- Experience in testing Service Oriented Applications
- Familiarity with tools such as SOAP UI, Fiddler
- Basic knowledge on SQL
- Strong verbal and written communication skills

ADVANTAGEOUS QUALIFICATIONS AND EXPERIENCE

- Knowledge of using QA Automation tools such as Selenium and JMeter
- Exposure to working with overseas clients
- Familiarity with Agile development practices, specifically within the Scrum framework
- A working understanding of Performance Profiling and Benchmarking tools
- Experience working with Unit, Integration, Performance, and Load Testing techniques

OTHER SKILLS AND ATTRIBUTES

- **Autonomy** - Works under general direction. Uses discretion in identifying and testing complex projects and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.
- **Influence** - Interacts with and influences department/project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.
- **Complexity** - Performs a broad range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to problem definition and resolution.
- **Business skills** - Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Demonstrates

effective communication skills. Contributes fully to the work of teams. Absorbs and applies technical information. Works to required standards.

- **Leadership** - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Takes the initiative in identifying and negotiating appropriate personal development opportunities.
- **Innovation** - Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures.

OPERATIONAL ACCOUNTABILITIES

Domain Knowledge

You will be expected to be capable in one or more core problem domains: e.g., web, data, or systems testing; familiar with user interface design, testing, and core testing tools.

You will be able to work independently within an Agile team to test solutions alongside your colleagues.

Teaching and Mentoring

You will be expected to provide thoughtful and detailed reviews for teammates and help document idioms and best practices.

You will be expected to help less experienced colleagues get up to speed with the team's style and existing systems.

Culture and Leadership

You will be expected to identify quality and reliability issues in systems you help maintain.

You will seek input from teammates and outside experts on systems and feature design while collaborating well with marketing, support, and other teams.

Customer Success

You will be expected to consistently deliver systems and features that provide significant value to customers and/or other teams.

You will respond to escalated customer issues and incidents in a proactive, timely fashion.