



Lead Quality Assurance (QA) Analyst

Remote first, flexible working.
£45,000 - £50,000 per annum



POWERING PEOPLE TO POWER PROGRESS

1Team is who and what we are.

We're collaborative professionals with the technical expertise and know-how to make a real and lasting difference through the power of learning. Inspiring each other to create impactful solutions that set us apart from our competitors and championing sustainable growth for our customers. Our belief in diversity, our commitment to inclusivity and our dedication to what we do brings us together to achieve extraordinary things. We are 1 Team working together...



TO CONNECT



TO CREATE



TO WOW

We are a remote-first business with a fantastic collaborative Hub in Belfast's Titanic Quarter, which we use for our quarterly All Hands meetups and to work collaboratively together when desired. If our expertise, outstanding flexibility and 1Team Culture sound attractive to you, and you have the skills and experience to apply for this role, we would love for you to apply.

JOB OVERVIEW



Lead Quality Assurance (QA) Analyst

Job Purpose

To lead the QA Circle within Synergy Learning and ensure that all quality assurance activities are delivered to the highest standard. The successful candidate will work closely with the Head of Operations to define & implement the QA strategy to achieve company objectives.

Although this is a Lead role the successful candidate should have a strong desire to remain “hands-on” and lead by example for on-time, on-budget and on-quality delivery of projects.

Responsibilities

- **Develop Quality Assurance Strategies** - Create and implement comprehensive quality assurance strategies to ensure the delivery of high quality products
- **Team Management** - Lead, manage & mentor a team of QA Analysts. This includes hiring, training, and performance management responsibilities. Helping the team to set and achieve goals is paramount. This is accomplished through regular 1:1's and bi-annual assessments.
- **Quality Metrics and Reporting** - Define and track key quality metrics to measure the effectiveness of the QA process. Generate monthly reports and communicate findings to the relevant stakeholders.
- **Test Planning & Execution** - Collaborate with cross-functional teams (circles) to develop test cases and test cycles. Oversee and take responsibility for the execution of tests to identify issues and ensure adherence to quality standards.
- **Continuous Improvement** - Identify areas for process improvement and lead initiatives to enhance the quality assurance process. Stay up-to-date on industry best practices and emerging technologies.
- **Risk Management** - Assess project risks related to quality and develop mitigation strategies to minimise impact

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Responsibilities Continued:

- **Collaboration** - Foster collaboration and communication among cross-functional team (circles) including developers, project managers and support to ensure alignment on quality goals and priorities.
- **Automation Implementation** - Evaluate, recommend and implement automation tools and frameworks to streamline the testing process and improve efficiency
- Regression testing of web applications
- Ensuring cross-browser user-interface testing
- Ensure high quality, on-time and on-budget delivery of project responsibilities
- Ensure highest quality of documentation
- Interpreting, analysis and understanding of specification documentation

Relationships and Reporting:

- **Directly reports to:** Head of Operations
- **Collaborates with:** You will work within our expert Operations team of QA, Developers and Designers and collaboratively across the business.

JOB OVERVIEW



Lead Quality Assurance (QA) Analyst

Essential Criteria - You must have

- Residency & the right to live and work in UK or Ireland
- At least 3 years experience in a similar supervisory or leadership role
- Experience in writing & executing test scripts
- Strong understanding of software QA methodologies, tools and processes

Valuable Experience - We would love you to have

- Knowledge of Learning Management Systems (Moodle / Totara / Workplace desirable)
- Working knowledge of version control systems (Git desirable), JIRA, LAMP (Linux, Apache, MySQL, PHP)
- Experience in implementation of test management suites that integrate with Jira (Xray / Zephyr Squad / Zephyr Scale / other)
- Test Automation & Behat testing
- Certification in QA e.g. ISTQB

WE ARE LOOKING FOR SOMEBODY WHO...

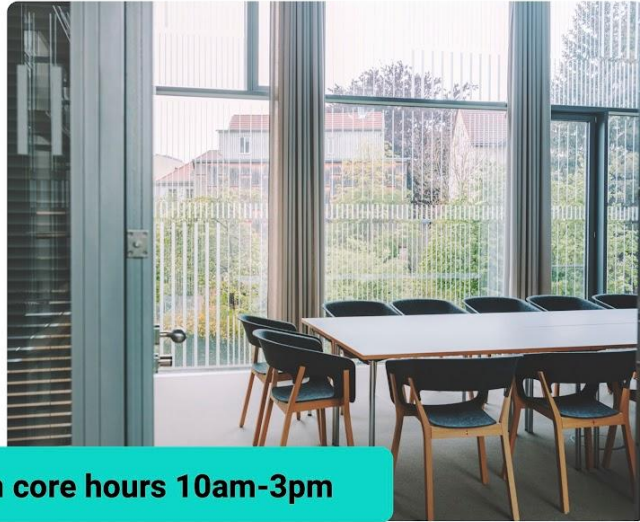


- Enjoys working with people to help them achieve their goals, develop their careers and deliver on company goals
- Is committed with a proven track record to ensuring the highest quality possible is achieved every time
- Has a willingness to learn and become an expert in LMS's (Moodle LMS, Totara, Moodle Workplace)
- Brings a helpful and collaborative working style to achieve best results
- Is a strong communicator, with the skill to convey technical details to both technical and non-technical people alike.
- Has strong organisational skills & attention to detail
- Is flexible and adaptable to changing project requirements and deadlines
- Will take a proactive approach to their own professional development and performance management.
- Has a desire to continually seek out, share and improve on best practice in their written test cases.
- Has the ability to excel in a remote-first environment
- Is willing to co-locate in our Belfast Hub from time to time.

BENEFITS & PERKS



1 Team work hard to achieve incredible results for our customers, so we want to be sure everyone is rewarded for their efforts on top of a competitive salary.



Access to our state-of-the-art **Belfast Hub**

Flexible remote-first working model with **core hours 10am-3pm**



- **Bonus Scheme**
- **Pension Plan**
- **Life Cover**
- **Enhanced Maternity & Paternity leave**



A **welcome gift box** with the latest **cutting edge tech** and accessories

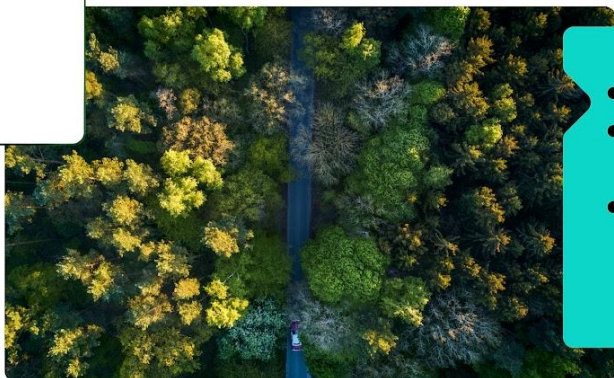


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All Hands company wide meet-ups in Belfast per year for **connection, collaboration and social activities**



- **35 paid days annual leave** including 7 bank holidays
- **Birthday day-off**
- **Birthday gift voucher**
- **Holiday purchase scheme**
- **60 days work-from-anywhere**
- **52 protected learning hours**
- **Funded training and qualifications**
- **Wellbeing check-ins**



- **CSR initiatives**
- **15 volunteering hours**
- **Passionate about equity & opportunity**

AND MORE...

Explore the full range of benefits and perks [here](#).

HOW TO APPLY



If you are suitably qualified and experienced and you think you would like to join us, then we'd love to hear from you! Here's how you can apply:

- Follow the link 'Apply Now' to begin your application
- Upload and attach a copy of your up-to-date CV
- Attach a cover letter explaining why you're the best person for this role, outline your career objectives and how Synergy Learning can help you fulfil them.
- Answer the supplementary questions as best you can and submit your application: easy!
- We will respond to every applicant and our People Circle will contact you to arrange an interview if your skills and experience are a strong match for the role.

We are an **equal opportunities employer** and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by **females** in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any **reasonable adjustments to assist you** in applying for this role, or in due course, attending an interview, **please let us know** and we will do all we can to facilitate the request(s).

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy. (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.