Software Quality Assurance & Support Engineer

Job Summary

Strongest Families Institute (SFI) (www.strongestfamilies.com), is an award-winning charity that delivers evidence-based emental health services to Canadians. . We've developed a sophisticated software platform called IRIS (Intelligent Research Intervention System) which is the backbone of service delivery at SFI. IRIS provides participant access to our program content and enables our coaches and support staff to track and supervise each participant's journey through their enrolled programs.

As a Software Quality Assurance & Support Engineer, you will be responsible for improving the quality of IRIS and providing technical support for its end users. You will collaborate closely with other members of our development team to identify bugs and defects, and to test and validate new code before it's released. You will take the lead on developing our QA process, including release readiness assessments and improvements to our automated and manual testing practices. You will manage our end user support portal and field requests from both program participants and staff, triaging issues and escalating those that you cannot resolve on your own. You will contribute heavily to our product documentation and knowledge base, identifying common support request patterns and mitigating those requests in the future by improving our self-service support materials. While not required, you are our ideal candidate if you also have some coding chops and can contribute to or improve our automated test suite.

Duties & Responsibilities

As Software Quality Assurance & Support Engineer, you will be tasked with:
- Manually testing / validating new features, bug fixes and other changes
- Manually regression / acceptance testing IRIS release candidates
- Developing test plans and writing test cases
- Triaging, reproducing and documenting bug reports
- Collaborating with colleagues to improve the team's QA process with respect to both manual and automated testing
- Acting on inbound support requests from IRIS end users via our support portal – you will be the user's primary point of contact throughout the process and therefore the de facto ambassador of our team
- Escalating relevant support requests to development and assisting the team with prioritization of bugs relative to competing demands from the organization
- Tracking and reporting on support KPIs such as response time, resolution time and customer satisfaction

- Contributing to end user and internal facing product documentation and developing self-service support materials (e.g. knowledge base) to improve the efficiency of delivering support as use of IRIS scales up
- Collaborating with colleagues to identify requirements and define acceptance criteria for bodies of work that are under consideration for development
- *Optional:* Developing automated tests (e.g. headless browser testing, unit/integration tests, load tests)
- Other duties as assigned

Skills & Qualifications
- **Career experience**
  - 2+ years of experience in a non-academic software quality assurance role
- **Technical skills**
  - Demonstrated proficiency in manual testing of web-based software applications
  - Demonstrated proficiency in identifying and reproducing defects in web-based software applications
  - Demonstrated proficiency in technical writing (e.g. bug reports, test plans/cases, acceptance criteria)
  - Programming experience is not required, but is a strong asset
  - Experience configuring complex, heavily customizable software platforms is a strong asset (e.g. Salesforce, NetSuite)
  - Experience with automated testing (e.g. headless browser testing, unit/integration testing) is an asset
  - Familiarity with our tooling is an asset
    - Jira Service Desk, Confluence
- **Soft skills**
  - Ability to work independently as well as collaborate effectively with other team members in various disciplines (development, design, product management, IT)
  - Ability to communicate effectively with both technical and non-technical stakeholders
  - A relentless problem solver
  - Ability to give and receive constructive criticism in the spirit of improving the team and our product as a whole (e.g. code review, design feedback)
- **Education**
  - Bachelor's degree in computer science or business technology

Strongest Families is committed to creating a diverse and inclusive work environment that invests in building a culture of appreciation and respect. We offer equal opportunity to all candidates seeking employment.

Please apply with resume and cover letter to:

careers@strongestfamilies.com
Attn: Michael Cameron, IRIS Senior Manager