

Overview

We want our customers to have a positive experience when using our products. As our Lead QA, you will develop and implement QA processes and manage a small team. You will organise and plan a variety of QA initiatives to scale quality assurance for our multi-platform, global, and rapidly expanding creative software products. You will possess a proven track record of building and maintaining complex and highly leveraged software quality frameworks, tools, and processes under demanding timelines.

- Hours: 40 hours per week
- Salary: Competitive, depending on skills & experience
- Contract: Permanent
- Reporting to: CEO
- Location: Norwich, UK
- 25 days paid holiday a year plus all public holidays
- Flexible working policy, company pension and critical illness/death in service insurance
- Relocation package available

Application details

Please supply a full CV detailing your work history and other relevant information to sarah.boram@fxhome.com and specify which role you are applying for in your email.

Your application must include full contact details for two referees. Please clearly indicate if you are happy for them to be contacted before any interview or not.

About us

We are a multi-talented crew of coders and creatives behind HitFilm, Imerge and Action Pro.

Everything we build is powered by a single belief – all artists should have access to great tools. As a result, 3.6 million filmmakers now use FXhome's post-production software.

Our community spans over 160 countries and all walks of life: award-winning directors, breakout YouTube stars, and budding filmmakers. It's something we're really proud of.

Throughout the years, we've worn many hats, helmets, and Jedi robes, but we'll never compromise our mission objective: give every artist the tools to make something cool.

Job function/purpose

The three key functions of the post are to:

- Hold responsibility for designing and implementing all aspects of QA projects and technical support
- Line managing and developing a small team
- Designing and driving high-level strategic QA initiatives

You will need to have a Computer Science degree (or similar) or demonstrable experience and an aptitude to learn quickly. Full training will be given to the successful candidate.

The Role

Your day to day work will involve, but is not limited to:

Management

- Leading on important aspects of QA projects
- Handling testing and support of multiple parallel products
- Coordinating quality assurance between internal teams and outside partners to develop optimal solutions
- Playing a leadership role during test plan and test case reviews, providing direct feedback to your team and product owners
- Line managing QA team and technical support team

Testing

- Conducting functional testing
- Conducting user testing
- Writing bug reports for developers
- Coordinating beta testers
- Growing current test cases and executing required tests
- Holding regular testing checkpoints / bug review meetings
- Running automated checks and investigating failures
- Determining appropriate test environments
- Performing problem solving and root cause analysis when bugs occur
- Identifying and securing necessary equipment resources in support of testing efforts and managing their effective use and distribution
- Liaising with software developers to ensure the highest quality product delivery and defining measurable metrics to gauge progress against objective QA goals
- Using Continuous Integration servers to access builds and resources for software to perform testing

Development support

- Providing risk assessments to product owners
- Closely coordinating with developers and product owners to improve quality
- Working with business and development teams to understand product vision and requirements
- Reviewing and analysing requirements, user issues, wireframes, prototypes, etc.

Other

- Responding to customer technical support issues and working with them directly to diagnose issues. This may also from time to time require closely working with a developer familiar with the area in question of a particular product
- Designing and implementing automated and systematic QA processes and test plans including scope, requirements, timelines, and resource allocation
- Providing knowledge transfer/demos to wider team
- Line management, monitoring and development of customer advisor team
- Developing and driving high-level strategic initiatives, but also getting the job done
- Anticipating bottlenecks, providing escalation management, and balancing the business needs versus technical constraints

Skills and Experience

| | |
|-------------------|--|
| <p>Technical</p> | <p>Essential</p> <ul style="list-style-type: none"> ● Bachelor’s degree in Computer Science, Foundation Level ISTQB, or equivalent combination of education and experience ● Experience in a hands-on software QA/testing role ● Deep knowledge of software development lifecycles, testing methodologies, QA terminology and processes ● Able to work effectively in both Agile and Waterfall based project environments ● Strong knowledge of testing tools ● Experience in all stages of application testing including UI, backend, functional and regression. ● Experience on macOS and Windows based platforms |
| <p>Management</p> | <p>Essential</p> <ul style="list-style-type: none"> ● Experience in a manager role or demonstrable ability to lead a team and projects ● Demonstrated creative and critical thinking capabilities and troubleshooting skills |

| | |
|----------------|---|
| | <ul style="list-style-type: none"> • Take initiative to communicate potential future problems and develops plan to resolve them when appropriate • Ability to multitask and work across a simultaneous projects • Strong experience in creating test plans, test scenarios and test cases in a complex product environment • Ability to determine bug priorities, and effectively manage and communicate the bugs |
| <p>General</p> | <p>Essential</p> <ul style="list-style-type: none"> • Ability to summarise key points and tie them back to the customer experience. • Strong analytical skills <p>Desirable</p> <ul style="list-style-type: none"> • Some experience programming and knowledge of scripting language. • Knowledge and experience with photo and video editing software |