

<b>Salary</b>	up to £37k based on experience
<b>Contract Type</b>	Permanent, Full-Time
<b>Location</b>	Wigan/Hybrid Remote

## **JOB SUMMARY**

We are looking for a Test and Support Analyst to join our small, welcoming team at Red Bear.

We're looking for someone who is a tenacious problem-solver with a keen eye for detail that can work using their own initiative when needed. You will be a great communicator and enjoy working with others both to test and implement new functionality and help find and implement solutions to problems arisen within support. You will be joining Red Bear at an exciting time with future scope to mould and shape the role as the company grows.

## **RESPONSIBILITIES**

- Understand and interpret business, functional, and technical requirements and define test conditions.
- Have input into how solutions are developed and delivered using knowledge and expertise to help deliver the best possible outcome for the customer.
- Devising and executing functional test scenarios across a wide range of systems including UI, API, back-end databases, and 3rd party systems; including but not limited to data preparation, test design, test execution and evidence recording.
- Raising bugs in a timely manner with sufficient detail to be fixed/reproduced.
- Manage risks associated with testing and take preventative action when any risks become unacceptable.
- Understanding the scenarios and business processes used by the UK energy suppliers.
- Supporting end-users by managing tickets, analysing issues, replicating problems, and identifying root causes.
- Establishing and standardising operational process within the business.
- Carry out exploratory testing.

## **QUALIFICATIONS**

- Minimum of 3 years' experience in a professional testing environment.

## **ADVANTAGES**

Additional experience with *any* of the following is an advantage:

- ISTQB Software Testing Foundation qualification.
- Familiarity with SQL databases and performing SQL queries.
- Any familiarity with .NET Core / Standard or JavaScript-based front-end frameworks.
- Experience of working with UK energy suppliers or software vendors.
- Experience of working within a microservices environment.

## **ATTRIBUTES**

- Full understanding of the testing lifecycle & methodologies
- A desire to please customers and play a role in ensuring the quality of products.
- Experience of working within an agile team.
- Excellent communication skills and ability to communicate effectively between those in a technical role and non-technical users.
- Tenacity, dedication, and inclination to lead.
- The ability to innovate.