

Product QA Specialist

Reporting To: QA Manager

Location: Bristol

Position: Permanent, Full Time

Salary: £35,000

About BlueVenn

BlueVenn is a technology company that provides marketing automation, analytics, AI and data management platforms to some of the biggest brands on the planet. Our solutions are used by well-known consumer brands (in retail, travel/leisure, insurance, publishing and media markets) to deliver highly targeted, personalised, multi-channel campaigns. The technology ensures that our clients can deliver the right message, at the right time, to the right person and on the right device. With offices in the UK, US and France we serve clients across 12 countries and operate in an exciting, innovative market.

Product QA Specialist

Purpose of the Job:

- Functional and technical assistance of the BlueVenn Product Application Suite (analytical, statistical, modelling, campaigning, email and reporting)
- Quality Assurance and Testing on BlueVenn's Product Application Suite
- Functional and technical assistance for ancillary software from technology partners – including email service providers, Tableau and Fresh Relevance

Main Duties

- To provide quality assurance and testing to BlueVenn product suite
- To ensure that Cases are logged, documented, tested and closed to the businesses satisfaction
- To ensure the product suite is tested and is error free, meeting the quality assurance criteria
- Take ownership of issues, and be proactive in assisting in their resolution
- Troubleshoot problems and seek appropriate workarounds when software issues are discovered
- Make recommendations where the software can be improved, using existing experience or industry best practice
- To provide appropriate documentation for the engineering team to fix software issues
- Identify areas for automation, with the aim of delivering these within our process
- To produce Knowledge Base Articles (KBA's) and Frequently Asked Questions (FAQ's) to help continuously improve the support service for clients, partners and internal staff
- To work alongside the other members of the QA and Support team and with other departments to optimise the support experience for clients and partners

Skills / Experience:

Essential

- Website/Web App Testing
- Defect Tracking Tools (e.g. JIRA, Bugzilla)
- Database Technology (e.g. SQL, MongoDB)
- ISTQB Certification

Desirable

- Programming or Automation (e.g. C#, Java)
- Virtualisation (e.g. VMWare, Hyper-V)
- Agile Methodology (Experience or Certification)
- Test Reporting
- Performance Testing
- Security Testing

Documents:

- QA and Support Practice Document
- Contributor
- QA and Support Process
- Support Escalation Process
- All published, WIP and proposed FAQ's and KBA's
- Weekly Case Performance Report
- Product Development Planning

The Benefits

- **Holidays:** 25 days per year (+ accrue 1 extra day every year of service)
- **Working hours:** 9am to 5.30pm Monday to Thursday and 9am to 5pm on Fridays
- **Salary:** 35,000
- **Location:** Bristol
- **Benefits:** After a successful 6 month probation you'll be entitled to: Company Bonus Scheme – up to 5% of your annual salary, paid quarterly, based on objectives
- Group Salary Exchange Pension – 5% of your basic salary from the Company (with a minimum 3% contribution from you)
- Private Health Care for you and family
- Death in Service – 4 times salary
- Bike to Work Scheme
- Share Options

Next Steps

To apply to our vacancy for a Product QA Specialist, please click [Apply](#) and submit a copy of your CV for consideration.

We look forward to hearing from you!