

Software Test Manager

Location: An Office Near You, Test Street, Test Villa

Reporting Relationship: Head of Software Test & Quality Assurance

Department: Software Test & Quality Assurance

The Company

Cyreath Company Overview

Cyreath, as part of the internet the company provides a collection of free Papers and Templates as well as an interesting and stimulating Blog to peruse. Established in 2004 Cyreath has been sharing opinion and writing things up for free the entire time. It's available free in every country with a reasonably democratic government and is delivered in three languages: English, Gibberish and Geek.

The Position

Main Purpose of the Role

A Software Test Manager within Cyreath is responsible for the day to day management of the team of Software Testers. Ensuring that test execution against the range of products and services in the Cyreath portfolio is performed in a timely and effective manner.

In addition, the Software Test Manager will be responsible for the ongoing performance management and professional development of the Software Test Engineers and Software Testers. Working with key internal Customers, Partners and the other teams within the SWT & QA Department the Test Manager is expected to develop and enhance the testing services that are provided to the business.

Key Duties and Responsibilities

People Management

- Conduct interviews for new hires to the Test Team, managing their introduction and orientation. Develop and deliver relevant training and provide direct and structured mentoring of new team members that meets team and individual needs.
- Directly manage all onshore and offshore, permanent and contract Software Test Engineers and any seconded resource within the Test Team. Ensuring their testing activities are clearly defined and communicated to them.
- Act as first level escalation and resolution point for the team and Internal Customers for any issues related to testing activities and operational matters. Proactively and reactively ensuring the agreed test activities are delivered as planned.
- Conduct bi-weekly 121 meetings and interim and annual performance appraisals for all team members. Setting and monitoring short and long term SMART objectives and relevant goals captured both within Annual Appraisal and 121 Meeting Notes.

Process Management

- Work collaboratively with Internal Customers to define and clarify requirements they have of the testing services the team provide. Researching their professional domain to help identify and recommend services that may be of benefit.
- Perform ongoing analysis of current practice and process used by the Test Team to ensure it is delivered to expectations and provides the benefits intended. Making adjustments and refinements where required.
- Develop and enhance current test practices and approaches and introduce improved ways of working. Ensuring each improvement delivers rational development of the teams overall methodology.
- Manage the selection, introduction, use and maintenance of all testing tools and test management tools, including associated hardware, software and data artifacts.
- Take ownership of all document templates, procedures and reporting mechanisms used to define, deliver or communicate testing activities and their status during delivery.

Project Management

- Actively participate in project definition, planning and scheduling to support the Project Managers in delivering achievable projects and to ensure the Test Team are fully engaged in projects from initiation.
- Utilising key practices from the field of Project Management to deliver effective Test Project Management throughout the project life cycle. Actively managing and tracking the use of resource and delivery of test activities.
- Define the Entry and Exit Criteria for individual projects to cover each SDLC phase that requires test activities. Reporting exceptions to the Project Management team for resolution.

Person Specification

Skills and Knowledge

- Bachelor's degree or higher in Computing Science, Computer Engineering, Electrical Engineering, or related.
- ISEB Foundation in Software Test or similar relevant accreditation.
- Experience with XHTML, XML, JavaScript, SQL and similar web technologies.
- Experience with Mercury Quality Centre, Bugzilla or similar test management tools.
- At least 3 years commercial experience in a senior test engineer or lead role
- Strong understanding of the tools, techniques and process involved, including the SDLC and STLC.
- Knowledge of the interactive, online and multi-media content and services.

Abilities and Characteristics

- Good diplomacy, communication and interpersonal skills.
- Proactive and supportive team player.
- Dynamic, clear and flexible thinker.
- Ability to understand and communicate highly complex issues.
- Diligent with a focus on detail and accuracy.
- Able to use initiative and work to tight deadlines under pressure.
- Interest in e-commerce, internet and web technologies.
- A passion for Software Testing and Quality Assurance.