Role advertised: Software Quality Assurance & Maintenance Executive
Specialisation: Windows Desktop Apps, Android Mobile Apps, MS Azure & APIs
Job Reference: 2023003   **Contract Type:** Full-time   **Location:** Dublin

About GS1 Ireland
A better world for everyone through the full adoption of GS1 standards

GS1 is the organisation behind the barcode found on almost every product sold in stores across the world. However, GS1 is not just about barcodes; in fact, we offer a broad range of supply chain standards and services to help organisations and supply chain run more efficiently and effectively. *Find out more about GS1 at https://www.gs1ie.org/about/*

We deal with companies across a diverse range of traditional industries such as consumer goods, food and beverage, pharma, medical devices and healthcare, as well as new and emerging sectors such as construction and online marketplaces. Such is the drive for digital transformation and the need for traceability based on standards in healthcare that we are now recruiting an Executive to support our activities.

We are looking for a **Software Quality Assurance & Maintenance Executive** to join our highly successful implementation team. You will play an integral role in the software development lifecycle of our projects and work with our development team to ensure the high quality that our solutions are known for. You will be responsible for testing the output from the team to ensure it is of the highest quality. As a Software QA & Maintenance Executive you will join our Software Development team and work alongside our technical teams. You will monitor the help-desk for emerging issues, report on recurring issues and suggest s/w modifications or improvements in our training materials which may mitigate these issues. As this is a small team, you will be exposed to all aspects of the secure software development lifecycle, from design through development, testing, implementation, and support.

As the Software Quality Assurance & Maintenance Executive you will be involved in and/or responsible for:

- Developing and maintaining an in-depth technical knowledge of our products, services, and solutions
- Developing an in depth understanding of GS1 Traceability Standards
- Assuming full ownership and responsibility of all support cases ensuring they are dealt with promptly and professionally and satisfactorily concluded and escalating L3 issues as required
- Work with other team members to ensure Service Levels are achieved and maintained across our client base.
- Maintain confidentiality with regards to the information being processed, stored, or accessed
- Perform routine day to day system checks
- All aspects of testing from test design to test execution to ensure thorough testing of requirements in a fast-paced Agile environment
- Working with the business teams to ensure all requirements are tested

- Disciplined reporting, tracking, and resolution of product defects.
- Re-testing defect fixes and regression testing
- Management and deployment of final version releases
- Participate in the regular DevOps calls
- Communicate with the development team to address issues or questions pertaining to test execution
- Accurate and timely status reporting, especially if issues are likely to prohibit or delay progress.
- Identification of test cases for test automation
- Management of associated documentation to support the testing process
- Be involved with our customers, participate in User Acceptance Testing with stakeholders.
- Level 1 and Level 2 Help Desk support of ticket management system
- Serve as a subject matter expert for the application supported, with deep understanding of integration with the technical infrastructure
- Performing other duties as assigned

You must have: ·
- About 2 years' software testing, software quality assurance or maintenance experience
- Experience of software testing in both Windows & Android environments
- Experience in test case development and execution
- Experience of working in an environment with strict Service Level Agreements
- Incident Management experience
- Using remote management service applications
- QA documentation
- Clear understanding of testing and documenting both defects and cosmetic observations
- Excellent verbal and written communication skills

Desirable skills:
- Requirements analysis experience
- Test Automation Tooling
- Test case management tools experience (HPQC, Jira, etc)
- Familiarity with Zendesk and Devops
- Degree in a computing, engineering, or science subject area
- ISTQB certification
- Knowledge of the ITIL Service Delivery model
- Knowledge of traceability standards

What benefits are available to you?
We offer an excellent salary (€35k - €45k depending on experience), pension contribution 22 days annual leave, and further training & development.

Where to submit your CV:
We are a small, professional, friendly, team and if this sounds like the environment for you then we look forward to hearing from you! Please submit your detailed CV and contact details to via our online application form: https://forms.gs1ie.org/en-ie/job-application

Equality & inclusion:
GS1 Ireland is an equal opportunities employer. We are committed to having a diverse and inclusive workforce where each individual feels they belong. Fostering a work environment with a strong sense of community and where everyone can thrive is a core pillar of our business. We are focused on attracting and retaining the best people with the right skills and the desire to deliver excellent results, regardless of background. In return, we will provide a working environment in which everyone feels valued and has the opportunity to fulfil their potential, where their talents are fully utilised and company goals are met.