

QA and IT Support Engineer.

Type:	Location:	Start date:	Rate:	Apply:
Full-time, permanent	South Oxfordshire	ASAP	Competitive salary	careers@itsjuice.com



About the role

The QA and IT Support engineer role plays an important part in Juice's product development and maintenance process. Our ideal candidate will be responsible for documenting testing scenarios, conducting tests before product and feature launches to ensure software runs smoothly and meets client needs as well as monitoring systems and updating some basic infrastructure.

If you hold an IT background and enjoy providing end-to-end solutions to software quality problems, then we'd love to talk. Ultimately, you should monitor all stages of software development to identify and help resolve system malfunctions to meet quality standards.

We'll also need you to:

- Create detailed, comprehensive and well-structured test plans and test cases
- Estimate, prioritize, plan and coordinate testing activities
- Identify, record, document thoroughly and track application bugs and infrastructure issues
- Perform thorough regression testing when bugs are resolved
- Develop and apply testing processes for new and existing products to meet client needs
- Liaise with internal teams (e.g. developers and project managers) to identify system requirements
- Monitor systems and help onboard new applications into these monitoring tools
- Track quality assurance metrics
- Stay up-to-date with test strategies, monitoring tools and technology



Skills required

- Proven work experience in software development
- Proven work experience in software quality assurance
- Strong knowledge of software QA methodologies, tools and processes
- Experience in writing clear, concise and comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Solid knowledge of scripting (any language)
- Experience working in an Agile/Scrum development process



Nice to have

- Hands-on experience with automated testing tools
- Knowledge of system monitoring tools such as Nagios
- Knowledge of application monitoring tools such as Rollbar or Sentry
- Knowledge of IaaS and PaaS such as AWS and Heroku
- Experience with performance and/or security testing
- BS/MS degree in Computer Science, Engineering, or a related subject

The package

- A competitive salary
- Private healthcare
- Private travel insurance for you and your family
- Employers' contributory pension
- Wonderful working environment, freshly ground coffee, pic'n'mix, fresh fruit daily, table tennis, BBQ lunches & lots more



About Juice

We are a creative digital agency that exists to engage, excite and educate staff, clients and partners. We do this through film, animation, learning and interactive digital solutions.

We are a full-service video, animation and interactive digital company. We make anything that moves (web apps, websites, e-learning, video, animation) and a few things that don't (print, and the occasional board game). We have an impressive client list, including InterContinental Hotels Group, BMW, Odeon Cinemas and McLaren, all of whom we love working with. And we are happiest of all when our clients come back to us for more.

We 'generally' live in a beautiful converted barn with a fabulous coffee machine in the heart of Oxfordshire, we love the team in the office working alongside each other but are open to discussions around remote working.

If we sound like your kind of place, we'd love to hear from you.

JUICE.