

Lead Software Engineer in Test

POSITION SUMMARY

The Lead Software Engineer in Test position is a key role inside the Calabrio R&D department. A successful candidate will drive significant growth in functional automation, performance, and security testing. The position is responsible for the planning, implementation and reporting of all tests owned by the Calabrio Platform QA team. The ideal candidate should be highly technical and has a proven commitment to quality with solid understanding of automation, performance, and security testing. The role requires hands-on contribution to build and enhance test scripts and continuous integration capabilities. The Lead Software Engineer is required to ensure timely delivery of planned test artifacts. The role will be also responsible for mentoring and training team members. The Lead Software Engineer in Test receives work direction directly from a Quality Assurance Manager or higher and also works closely with other teams across Calabrio.

CORE EXPECTATIONS

- Engage in Calabrio company strategy and understand the goals of the company and department to align the team with the vision and needs.
- Lead platform QA projects through all test phases including planning, test design, test execution, reporting, and closure
- Stay on top of release scope and align team's objectives to the scope and ensure team goals are achieved to support successful release
- Follow direction defined from the QA initiatives and annual goals to ensure on-time completion of planned tasks
- Create coded test automation scripts and provide technical guidance to team members
- Help team with identifying roadblocks and find their resolutions
- Responsible for monitoring daily test results to identify and react any issue in timely manner
- Work closely with other teams to plan and drive test coverage expansion in the areas with higher priority and best ROI
- Build, expand, and improve the automation test framework to increase productivity and effectiveness of the test
- With understanding of current security testing tools and its approach, be responsible for working with security engineer to run security tests, analysis, and reporting issues
- Work with performance engineer to build and execute performance testing framework and report its measurements to development/QA leadership to determine its remediation

- Work with manager to define KPI's to ensure teams success
- Based on the metrics, identify improvement opportunities and work with manager for making improvement plan to bring the team to the next level
- Research, evaluate, implement, and maintain testing tools and strategies for various type of testing including automation, performance, security testing
- Plan and assist technical training and knowledge transition for new team members
- Other core expectations will be defined by your direct manager

CORE COMPETENCIES

- Leadership capability of driving team to successful completion of planned deliverables
- Strong understanding of Object Oriented programming languages
- Solid understanding of software testing methodologies
- Excellent verbal/written communication skills with both technical and non-technical audiences
- Have an excellent understanding of QA metrics and reporting
- Excellent understanding of QA and defect management process
- Able to embrace new technology and lead exploration if necessary
- Experience with Agile testing and continuous delivery
- Excellent troubleshooting and creative problem solving skills for design/specification reviews and creation of test plans and test cases
- Understanding of manual testing approaches
- Able to lead the definition of tests, system and user requirements
- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- B.S. in Computer Science or equivalent
- Background in quality assurance and testing
- 2+ years testing leadership experience
- 5+ years automation experience using OO languages such as Java
- Performance and Security test experience

WORKING RELATIONS

- Report to a QA manager or high level personnel
- Ability to work closely with QA team members and employees/managers of other departments in the company
- Direct work with customer and partners in a leadership role
- Provides leadership within company on QA projects and tasks

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time
- Ability to exert up to 15-40 pounds occasionally, 20 pounds of force frequently and 10 pounds of force constantly in order to lift and move product
- Ability to balance, reach and grasp while climbing on a step stool and/or ladder
- Ability to crouch, grasp and lift product above shoulders in order to lift product from the floor properly

REQUIRED WORK SCHEDULE

- This position requires a 40-hour minimum work week

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=156223&lang=en_US&source=CC3

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

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