

## Software Engineer in Test

### POSITION SUMMARY

The Software Engineer in Test is an expert at designing, building and executing automated test scripts and analyzing and reporting the results of the test executions to the QA Manager and QA Lead. A Software Engineer in Test will be able to be given minimal direction and work independently, providing updates to their QA Lead on a daily basis. They will be responsible for building basic and complex test automation scripts with min supervision. In addition, they will be responsible for mentoring and training Associate Software Engineer in Test. A Software Engineer in Test receives work direction directly from the automation QA Lead, manager or higher.

### CORE EXPECTATIONS

- Be proficient in installation and configure all of the systems and tools needed to test at least one Calabrio product
- Create coded test automation scripts with minimal assistance
- Understanding of automation framework and assist Associate Software Engineers in Test in coming up to speed with best practices.
- Responsible to increasing the automation test coverage.
- Monitor the automation runs you have defined and ensure they are running on a daily basis. Reviewing daily runs results and correct failed tests in a timely manner by either updating the automation code or getting a defect fixed.
- Execute coded feature, smoke and regression automated for overnight or weekend test runs
- Participate in cross functional discussions about features and product functionality
- Report issues found in Calabrio's defect tracking system with correct issue severity, describing steps to recreate the issue and script information for recreating issue
- Answer questions regarding results of automated test runs
- Review results of automation test scripts and determine maintenance that needs to be completed without assistance
- Perform maintenance on automation scripts
- Participate in code reviews with the automation team
- Participate in Daily Automation team scrums
- Other core expectations will be defined by your direct supervisor/manager

### CORE COMPETENCIES

- Excellent troubleshooting and creative problem solving skills for design/specification reviews
- Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- Be familiar with product development lifecycle and requirements at each stage of the lifecycle and know the role that test automation has at each stage of the lifecycle
- Have an excellent understanding of coding structure and techniques
- Able to embrace new technology and lead exploration if necessary
- Possess ability to adapt to quickly changing work environments
- Other core competencies will be defined by your direct supervisor/manager

### **WORKING RELATIONS**

- Report to a QA Automation Lead or high level personnel
- Ability to work closely with peer engineers, group leaders and other employees and departments in the company
- Up to the challenge of driving a successful test automation strategy
  - Build relationships with developers to enable success
  - Quickly demonstrate and sell success in a business value
  - Motivated and challenged by paving new paths
- Direct work with customer and partners in a leadership role
- Provides leadership within company on small projects and tasks

### **EDUCATION/EXPERIENCE**

- B.S. in Computer Science or equivalent
- 3+ years experience with test automation coding
- Experience scripting in Python, Perl, Shell or VBScript
- 3+ years with OO Development in Java, C# or C++
- Experience in automating software in a way that is not record & playback (not QTP, RFT, etc.)

### **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](http://www.calabrio.com).

To apply to this career opportunity, follow this link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146062&lang=en\\_US&source=CC338248](https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146062&lang=en_US&source=CC338248)

### ABOUT CALABRIO

[Calabrio](http://www.calabrio.com) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](http://www.calabrio.com) 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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