



Software Testing/Support Analyst

About Savant Ltd

Established over 35 years ago, Savant is an employee-owned company (EBT) which supplies software and database development, support services and consultancy expertise for life and business critical systems. Savant has experience of implementing technologies for a wide range of infrastructures from national data centres to smart phones.

We pride ourselves on working with clients to deliver solutions that align to their strategic IT and business visions. As part of this process, we are able to assist clients at all stages to realise their software needs, deciding on the most suitable project methodology before moving on through requirements to application development, testing, training and ongoing UK based support and maintenance.

Our growing business requires an experienced, knowledgeable and enthusiastic permanent full-time support/testing analyst to work on varying projects ranging from life-critical large-scale developments to web applications and small applications catering to a growing customer base.

Summary

The software testing role will be responsible for the full software testing lifecycle, with involvement at all stages from the initiation of development up to the creation of test scripts/procedures in conjunction with the in-house development team and project managers. The support role will be to provide support for our customers using our systems. This will require a tenacious and diplomatic approach to track down the actual problem not the perceived problem. The position requires flexibility, reliability and, along with problem solving skills, the ability to work in a busy environment under pressure.

The post holder will report daily to the testing/support manager although there will be a high degree of autonomy and self management expected. In addition, there is the requirement to provide support on any technical issues where they arise, which includes out-of-hours support. There may be an opportunity to WFH, but only if and when we are confident the post holder is able to work fully unsupported and once the probationary period is fully completed.

Salary Range: £28,000 to £35,000/annum starting salary depending on experience plus annual bonuses, Private Health Insurance and other benefits

Probationary Period: 6 months

Location: Burton-in-Kendal, Cumbria

Type: Permanent (All Applicants must be free to work within the UK free from any restrictions of Visas and work permits.)

The successful candidate will be expected to fulfil the following responsibilities.

Role Responsibilities

- Participate in the full software testing lifecycle
- Create/develop test schedules in conjunction with the members of the development team as required, to verify application logic
- Implementation and integration of new processes
- Liaise with colleagues, suppliers and end users across multiple levels and disciplines, to ensure testing meets requirements
- Analyse and interpret project requirements, functional specifications, documents, procedures, and practices, to create realistic functional acceptance scripts
- Issue tracking and resolution, utilising our in-house quality system
- Offer telephone support to external clients via customer-based service desk
- After a suitable training period join the out of hours support rota
- Occasional travel/overnight stays may be required on an ad-hoc basis
- Ability to follow procedures defined within our in-house quality systems which conforms to ISO9001:2013 and ISO27001:2015

Essential Requirements

- Previous experience of the full Software Development Lifecycle/working with a Software Development team
- Experience/knowledge of Azure DevOps
- Knowledge of SWAGGER/POSTMAN (or similar)
- Software product demonstrations
- Excellent written and oral communication skills
- Experience of and ability to work effectively within a close-knit team
- Good educational history
- Computer literate with experience of the Microsoft Windows operating system along with familiarity in Microsoft Office tools (Word, Excel etc)
- A quick learner with a willingness to develop skills and knowledge of relevant technological advances.
- Previous customer-facing experience

Desirable

- Practical laboratory experience
- Knowledge of Structured Query Language
- Experience of automated testing (such as TestComplete)
- Experience of Java Script

Training will be provided.