

Position description

Quality Assurance Engineer

Therapeutic Guidelines Limited

Therapeutic Guidelines Limited (TGL) is an independent not-for-profit organisation. Its aim is to promote the quality use of medicines, and it does this through the writing, publication and sale of Therapeutic Guidelines. The Therapeutic Guidelines range of digital and print products is widely considered to be an unsurpassed source of best practice therapeutic information. Further information on TGL is provided at www.tg.org.au.

Therapeutic Guidelines

Therapeutic Guidelines are written principally for prescribers (general practitioners and trainee physicians in particular) to provide clear, practical, succinct and up-to-date therapeutic information for the management of patients with specific conditions.

Therapeutic Guidelines are based on the best available evidence interpreted by multidisciplinary expert groups, which include some of Australia's most eminent and respected clinical experts. Therapeutic Guidelines are regularly updated in iterative cycles.

TGL's core digital product is eTG complete. It is available for desktop computers and mobile devices for online and offline use. An app for Apple and Android devices is also available. eTG complete is used extensively in hospitals, pharmacies and general practices across Australia.

The Quality Assurance Engineer (QA) role involves configuration and testing multiple products, projects, across various technologies for web, desktop, and mobile applications. The QA Engineer will collaborate with multiple teams in an Agile manner to automate integration and carry out testing activities successfully. The QA Engineer reports to the Technology Director.

This is a full-time, fixed-term appointment for 2 years with possibility of extension.

Responsibilities

- Develop and execute product configuration baselines for customer segments.
- Support customer service team to proactively review customer satisfaction post-sales and renewal time to remediate issues.
- Collaborate with product manager to improve customer experience (CX), documentation and self-service resources.

- Collaborate with internal and partner development teams to ensure deliverables meet specifications and comply with security standards.
- Proactively develop and maintain relevant types of testing as part of DevSecOps.
- Review data sources and develop self-service reports for customers and internal stakeholder use.
- Collaborate with business teams to design and maintain all forms of media (images, audio, video, styling) for high quality user experience (UX) in line with TGL brand.
- Provide customer support on escalation to assist with configuration, authentication, and integration.

Attributes

Qualifications

- Bachelor's or master's degree in computer science, information systems, or related STEM field.
- Knowledge of SaaS security and end-to-end technologies is desirable.
- Qualifications in user experience and usability standards is desirable.

Experience

- 3+ years' experience testing at all levels of the Software Development Life Cycle (SDLC).
- 2+ years' experience using Adobe Creative Cloud. Experience with Adobe Technical Communication Suite is desirable.
- 2+ years' experience working with modern web development and debugging tools (npm, node.js, react.js, bootstrap css, Chrome/Edge DevTools)
- Demonstrated experience in all types of testing such as (and not limited to) unit/component, integration, system, smoke, regression, usability and user acceptance testing.
- Demonstrated ability to analyse an issue and identify the root cause.
- Experience testing and troubleshooting API related integrations.
- Experience in writing automation scripts with Selenium and other Microsoft compatible tools.
- Experience testing Microsoft 365, including Office apps, MS Teams, and SharePoint, is desirable.
- Experience and knowledge of CRM solutions and low code app platforms is desirable.
- Experience in the healthcare sector is desirable.

Personal qualities

- Stickler for high quality output from self and team.
- Ability to work well in a team environment both onsite and remotely.
- Well-developed interpersonal skills and ability to communicate at all levels.
- Attention to detail.
- Well-developed organisational skills, including an ability to set priorities and to pursue tasks to completion within prearranged deadlines.
- Ability to write in a clear and concise style and prepare reports as required.