Analyst and Tester (Web app)

Role Description

Information

Background

Triangle is a values-based Social Enterprise and work to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars. The Star has proved very popular and is now widely used in the UK by charities, social enterprises and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, with a strong presence in Australia.

For more information see www.outcomesstar.org.uk.

The role

We are looking for someone to join our digital team focused on maintaining and improving our own web application, Outcomes Star Online. You will primarily support with the investigation and resolution of customer enquiries, potential bugs and new feature requests, whilst working closely with and supporting the delivery of our Helpdesk service. You will play a crucial role in delivering and continually improving our process for roadmap planning, specification and User Acceptance Testing. You are methodical and conscientious and would like to build your skills in software analysis and testing whilst having a positive impact for our frontline clients and the important work they do.

Person Specification

Essential

1-2 years of experience working with software/web applications in any kind of capacity – customer support, webmaster, content management, analysis, testing, development

Familiarity with skills and approaches for software analysis, development and testing, such as Agile, user stories and acceptance criteria

A passion for social impact and helping frontline services to help people transform their lives through enabling help

A DBS check will be required.

Desirable

Experience – either through employment or lived experience – of frontline health and social care services, ideally involving any version of the Outcomes Star

Experience of software analysis, development and testing

Experience of working and communicating with developer teams, ideally using a .Net tech stack

Experience of working with SQL, Power BI, Excel or other database/data analysis software

Experience with Deskpro or other ticket-based software such as Zendesk or Salesforce Service Cloud

Experience with any design software such as Canva, or any video production software

Experience with Salesforce, or any other client relationship management system

Experience with Google Analytics or similar

Outcomes of the role

- Together with the rest of the team, Outcomes Star Online is a stable, high quality web application delivering value and positive impact for users
- Fixes and changes to the system are analysed and researched before being comprehensively documented in a way that supports development and testing by developers
- Fixes and changes to the system are checked thoroughly in the Sandbox environment with the process well documented and communicated
- Clients and colleagues are kept in the loop with findings of investigations and with the progress around fixes and changes

Overview of responsibilities

Analysis

- Supporting with the investigation into bugs and issues with the system, including looking into specific Helpdesk tickets and documenting findings and fix specifications for the developers to work from
- Supporting with the delivery of User Acceptance Testing for fixes and changes, establishing clear testing processes and documentation, reporting on findings clearly and working with the developers to rectify any issues
- Supporting with research into potential new features or changes for the Star Online system, including:
    - looking into specific client requests
    - developing ideas about potential solutions for discussion
    - analysing the work required to identify any dependencies and knock-on effects across the system
    - creating comprehensive documentation for developers and to support testing
    - identifying the scenarios that should be tested for by the developers and checked in Sandbox
    - creating resources and communications for Triangle and for clients
- Supporting with the review and prioritisation of features across the roadmap as a whole, using insight into client and Triangle to support the right calls being made on how to balance differing stakeholder demands
- Working closely with the developers to ensure specifications are understood and being delivered as intended

- Supporting the use of best practice by writing in user stories and acceptance criteria and sketching wireframes
- Adherence and development of our robust information governance policies and procedures

Helpdesk

- 1-2 days a week being on the Helpdesk either as primary or secondary cover
- Responding to client tickets as they arise in a timely and professional way, prioritising responses as needed and referring or escalating the ticket on to others as needed

Other tasks to support the Star Online team and Triangle, as needed and as appropriate to the role.

This role reports to the Star Online Product Manager.

Terms and Conditions

We are recruiting for a permanent role for 4 days a week. School hours could be accommodated. The role is suitable for either home-based working or hybrid working with part of the time spent at our Brighton & Hove office.

Salary and Benefits

- The annual salary is £24,000-£30,000 pro-rata, depending on experience
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rated for part-time)

Deadline for applicants: 5th September 2022, 12pm

Interviews on 12th and 14th of September using Zoom

STRICTLY NO AGENCIES