



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	<b>Software Tester</b>	<b>SECURITY: Category D</b>
<b>REPORTS TO:</b>	<b>Agile Coach ScrumMaster Manager</b>	
<b>DIVISION:</b>	<b>Development</b>	
<b>STATUS:</b>	<b>Non-Exempt, Hourly</b>	

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### **POSITION SUMMARY**

Functions as part of a development team, responsible for testing the Emergency Reporting fire and EMS reporting and records keeping system. Responsibilities include testing new features, NEMSIS / NFIRS export testing, bug fixes, gathering, vetting and testing new report requirements, and monitoring other changes to the Emergency Reporting web system to ensure the integrity and quality of the product. This position requires strong technical skills, attention to detail and great team skills to be part of the overall software development team.

### **ESSENTIAL JOB FUNCTIONS**

1. Performs testing activities as a member of a Scrum development team, working directly with their ScrumMaster, product owner, and lead developer.
2. Performs manual system tests to confirm adherence to feature requirements.
3. Writes and ensures automated tests are running as intended, and alerts the development team to any code that has broken one or more automated tests.
4. Performs system tests on various platforms, including Windows, Mac, Apple phones and tablets, and Android phones and tablets.
5. Properly documents issue(s) found in the ER system and routes those issues to the appropriate developer(s) for resolution.
6. Confirms changes to the system work correctly after being released to the production environment.
7. Validates customer reported issues and escalates accordingly.
8. Work with Support personnel to troubleshoot new issues and flag appropriately as a bug or defect and assess it's severity & resolution plan.
9. Writes detailed, clear, and complete test plans and bug reports by outlining the steps required to test new functionality or reproduce reported problems.
10. Implements process improvements on a regular basis.
11. Complies with and adheres to applicable federal, state, local, and company rules, laws, standards, procedures.

### **OTHER JOB FUNCTIONS**

12. Attends staff meetings, in-services, trainings, conferences, or other company events as requested.
13. Performs other duties as assigned by the Agile Coach/ScrumMaster Manager or Development Lead.

## **QUALIFICATIONS**

### **Education, License, and Experience**

- Experience or familiarity with fire services *preferred*.
- Secondary education which may include Associate's degree, Bachelor's degree of technical equivalent.
- Software development experience; experience working with software developers, in a team, or with Agile Methodologies.
- A strong passion for quality and solid experience in software testing including knowledge of general testing procedures and methodologies.
- Other combinations of education and experience that provide the incumbent with the necessary qualifications may be considered.

### **Knowledge, Skills and Abilities**

- Knowledge of different web browsers.
- Goals- and results-oriented, with a passion for excellence.
- Proficient with Internet usage, computer operation, and a variety of software standard to area of assignment.
- Effective written and verbal communication and interpersonal skills.
- Organized and detail- and accuracy-oriented, including ability to effectively document and resolve issues.
- Self-directed and able to work independently and effectively to meet deadlines.
- Ability to learn and adapt to changing technologies and procedures.
- Ability to be a competent, effective, and collaborative team player.
- Ability to build positive, effective work relationships with customers, co-workers, vendors, and others.
- Ability to provide timely and dependable attendance.

### **Special Requirements**

Incumbent is subject to a background check and appropriate security clearances.

## **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Most of work is performed in an office setting. May require sitting for long periods of time. Position requires hand manipulative skills working with electronic equipment and systems. May occasionally lift and carry items weighing up to 25 pounds. Must be able to hear verbal conversations over the phone and in-person with background noise. Vision acuity to perform development and testing functions.

*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*