

**Key information**

Job title	IT Quality Assurance Engineer
Department:	Technical Team
Team:	Information Technology
Reports to:	Technical Delivery Manager
Hours:	9:30 am- 5:30 pm

## Why Forsters?

We are renowned for our private wealth and real estate focus, together with our strong corporate and commercial and dispute resolution teams. We work alongside individuals, families and businesses across a wide range of complex matters and situations.

What makes us different is how we build closer connections with our clients to deliver exceptional results. We do it through creating genuine relationships, a sharp focus on what matters to them and the flexibility to adapt our advice to their situation.

When you come through our door, you'll notice how genuinely open, friendly and authentic people are. We work well together because we have fun together. We take your happiness and wellbeing seriously. Here, you are free to express yourself and be the best you can be.

Delivering exceptional results takes on a different meaning at Forsters. For us, it's about being more closely connected to clients, each other and our communities. It's what drives us, them and you forward.

**Forsters: Closer connections. Exceptional results.**



## What sort of work?

The IT Quality Assurance Engineer plays a vital role in ensuring all external and internal requirements are met. They achieve this by employing a blend of manual and automated testing on project and development outputs. Their responsibilities include identifying problems and non-conformities, prioritising them, and approving any necessary rework or corrective action through retesting. This necessitates utilising both manual and automated testing techniques.

They work collaboratively with the Business Analyst and Project Management functions within the MO, as well as the Technical Development, Business Support teams, and testing communities across the business. Their objective is to provide confidence that the final product functions flawlessly. Their approval, based on comprehensive testing, is a critical checkpoint within the project lifecycle.

### Main Duties & Responsibilities Include:

- Devise procedures to test, report and manage project quality issues across the lifecycle.
- Work with Senior Management within IT and the Business to agree sign-off thresholds at appropriate stages.
- Create test scripts and plans for assigned projects, utilising a blend of manual and automated testing techniques. This includes experience with automation frameworks like Selenium or Katalon Studio.
- Coordinate, guide and lead testing communities and subject matter experts within the business on test procedures and plans.
- Liaise with the IT development and support teams, as well as relevant suppliers, to clearly identify and replicate issues. Provide timely retest results back.
- Facilitate proactive solutions by collecting and analysing test data, investigating issues to identify root cause.
- Document and communicate test results and statistics to different audience levels on a regular basis.
- Facilitate relevant triage meetings and presentations to report issues and results.
- Work with the Business Analysis function to ensure solutions meet the firm's needs and requirements.
- Escalate relevant key issues and risks in a timely manner to the Senior Management team.
- Manage any testing tools and testing reporting tools, ensuring they are effectively utilised for efficient test execution and reporting.

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## Why this team?

We are leaders in our field and you will be part of a team with an outstanding reputation, working with high quality clients on high quality matters delivering exceptional outcomes. We will encourage

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you to be entrepreneurial, explore ideas and make your mark. We will provide you with the support you need to grow professionally and personally to reach your full potential.

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### What is the environment?

You'll be in an environment of happiness, collaboration and flexibility. We take our work seriously and being happy and having fun is an integral part of that. We work both in and out of the office in Marylebone depending on what's best for our clients, our team, our business and our professional growth.

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### Are we right for you?

We are looking for you to bring your energy and enthusiasm to work every day and to collaborate and work with colleagues as one team, to listen and consider each other. We ask you to take responsibility for your growth and development, share your ideas and let us know what you want to achieve. We are looking for you to get involved in our responsible business activities, pro bono, community and sustainability initiatives.

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### Other skills required:

- ✔ **Strong teamwork and individual initiative:** You can thrive in both collaborative environments and take ownership of tasks to meet the firm's diverse needs.
  - ✔ **Excellent communication and interpersonal skills:** You can clearly convey complex technical information to both technical and non-technical audiences, fostering positive working relationships.
  - ✔ **Adaptability and ability to work under pressure:** You can remain calm and focused while managing changing priorities and tight deadlines.
  - ✔ **Quick learner:** You have a knack for grasping new systems, procedures, and technologies efficiently.
  - ✔ **Positive and resilient attitude with strong self-motivation:** You maintain a can-do approach, are resourceful in problem-solving, and are driven to achieve high standards.
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### Other skills required:

#### Essential:

- ✔ Experience in Legal Practice Management implementation (Elite 3E Cloud or similar)
  - ✔ Proven experience as a Quality Assurance Engineer or similar role.
  - ✔ In-depth knowledge of quality assurance and testing methodologies (e.g., Agile testing, black-box testing, white-box testing).
  - ✔ Experience with automation testing frameworks such as Selenium or Katalon Studio.
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### Other skills required:

- ✔ Excellent attention to detail and strong analytical skills.
- ✔ Superior written and verbal communication skills with a focus on clarity and precision.
- ✔ Proficiency in Microsoft Office suite and test reporting tools.
- ✔ Strong organizational and prioritization skills.

### Desirable:

- ✔ BCS/ISTQB Testing Certification or equivalent.
  - ✔ Understanding of data analysis/statistical methods.
  - ✔ Experience of working within the legal services sector.
  - ✔ ITIL foundation and Prince2 (Agile) knowledge.
  - ✔ Advanced SQL Server queries and scripting experience.
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## Equal Opportunities

Forsters LLP is an equal opportunities employer and is committed to ensuring an inclusive and accessible hiring experience for everyone.

We strive to attract and encourage applications from all candidates regardless of their gender, age, race, nationality, marital status, disability, sex, sexual orientation or religious beliefs.

If you require any support or adjustments in the application or hiring process, please let us know.

[www.forsters.co.uk](http://www.forsters.co.uk)

