



## Job Details

**Reports to:** Senior Manager IT IE Delivery Assurance  
**Title:** IT Quality Assurance Analyst  
**Location:** Eastpoint, Dublin  
**Duration:** Permanent Role

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

The aim of the role is primarily to;

- Develop and maintain test plans, manual and automated test scripts for user interface, functionality, system, "ad-hoc testing", smoke and Production validation testing.
- Develop and execute regression tests, functional tests and data tests
- Liaise closely with Business users, development teams and other project stakeholders
- Document test plans and test evidence
- Document quality assurance practices
- Report, track and determine priority of reported bugs

## Specific Tasks/ Duties:

- Document test procedures, problems, findings and results.
- Develop and implement test schedules and processes.
- Develop and maintain automated test suites for a variety of Applications
- Execute various types of testing including Smoke tests, System tests, UAT and Production Validation tests.
- Gather, analyse, and summarize test results from various test and business teams and present overviews at regular intervals during project test phases.
- Formulate and execute test strategies using Waterfall, Agile and Hybrid methodologies.
- Evaluate the importance of test results and compare to acceptable variances
- Log, track, and close defects throughout the software development process.
- Work with development and technical teams to help triage incidents
- Develop recommendations based on test results to improve or correct design.
- Contribute information based on test results to design, development, and documentation teams and other relevant technical groups.
- Liaise extensively with external and internal clients
- Work closely with developers and a variety of business end users to ensure technical compatibility and user satisfaction
- Synthesize complex information into concise, readable, unambiguous written requirements at multiple levels of detail.
- Develop and communicate status results/reports to project/product leaders and present the implications of test results on overall project plans.
- Develop documentation according to standard methodologies.
- Manage customer expectations
- Plan and work flexibly to a deadline
- This role will include some travel to the Virgin Media offices in Limerick depending on the project

## The Person:

The key traits we are looking for include;

- Strong communication skills, both verbal and written.
- Strong organizational skills.
- Demonstrated aptitude towards problem identification, resolution and comprehension and interpretation of technical procedures.
- Ability to work effectively both independently and as part of a large, multi-functional, geographically dispersed team.
- Flexibility, initiative and self-motivation
- Ability to cope with pressure situations and demanding users.
- Structured and methodical in approach
- Ability to work in a rapidly changing environment
- Ability to balance conflicting priorities

The experience the candidate should have includes;

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in Computer Science, Management Information Systems, or a closely related field.
- Minimum 3 years post qualification experience in a Quality Assurance role.
- Expertise in the MS Office suite of tools, and SQL or other query tools to conduct basic data analysis.
- Previous roles and a proven record in quality assurance as part of the development process.
- Experience of a variety of tools or application suites for the purposes of test automation.
- Well-versed in all testing methodologies
- Well-versed in software development methodologies.
- Preferred experience in using Java or C# or another test automation languages
- Preferred experience of various scripting languages and frameworks
- Preferred CRM/Billing experience
- Preferred Telecom experience

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply [jobs@virginmedia.ie](mailto:jobs@virginmedia.ie)

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.