Job Title:	Lead Automation QA Engineer
Department:	Tech and Innovation
Reports To:	Head of Tech and Innovation
Location:	Office Based – Hybrid
Employment:	Permanent, Full Time

About DOA:

"DOA Underwriting Ltd is the principal company for David Oliver T/as David Oliver Associates and DOA Special Facilities Ltd (DOA).

DOA is a unique MGA that was founded in 1996, as an independent underwriting agency, wholesale broker, and retail travel provider.

A family business with family values, DOA is focused on a long-term commitment to service and profitability, providing continuity in the face of constant change in the market.

Our vision is to focus on meeting the needs of our broker and Insurer partners. Providing friendly and reliable expertise in both underwriting and broking, creating innovative technology and providing the very best service so that all parties can deliver optimum value to their customers.

When joining DOA, you become a part of our family and will become a valued member of the team. You will have the opportunity to be mentored by industry specialists alongside a programme of personal development and investment to deliver on your career goals."

Role Purpose

As our DOA tech team continues to excel in development, we recognize the pressing need to establish a robust testing framework.

This role encompasses various responsibilities, including extensive manual testing, documentation of use cases, conversion of manual tests into automated programs, and maintenance of automated testing frameworks. The successful candidate will be required to manage all testing use cases, build frameworks around them, and eventually lead a team of testers. Adaptability and flexibility are key, as this position will involve significant learning and the rapid acquisition of product knowledge over the initial two years.

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Moreover, the Lead Automation QA Engineer will be tasked with monitoring and addressing all email alerts received from hosting providers and systems, collaborating closely with the hosting and development teams to ensure prompt resolution. Additionally, they will maintain and optimize URL checks, SSL checks, and error logs systems like Graylog and Sentry, facilitating efficient problem-solving and issue resolution.

This role presents a unique opportunity for a proactive and detail-oriented individual to contribute to the establishment and growth of our testing infrastructure while effectively managing the expectations of the Head of Tech. The successful candidate will need to navigate complex testing scenarios, collaborate across departments, and drive the continuous improvement of our testing processes.

If you are passionate about ensuring the reliability and functionality of software products and enjoy collaborating with diverse teams to achieve common goals, we invite you to join us in this exciting opportunity.

Key Responsibilities

- Develop and execute comprehensive manual test cases meticulously assessing the quality and functionality of our software products, ensuring thorough testing coverage.
- Conduct both manual and automated testing of web applications to validate functionality and identify potential issues.
- Identify, document, and meticulously track software defects to resolution, ensuring comprehensive testing coverage and efficient bug resolution.
- Design, develop, and maintain robust automated test scripts utilizing industry-standard automation tools such as Selenium, Playwright, and Cypress to expedite testing processes and ensure efficiency.
- Engage in active discussions with team members, project managers, and lead developers to comprehend intricate use cases, document them effectively, and automate where applicable.
- Demonstrate proven expertise in manual testing of both web-based and mobile applications, ensuring comprehensive test coverage and adherence to quality standards.
- Exhibit a strong grasp of software testing methodologies, tools, and processes, including hands-on experience with automated testing tools such as Selenium, Playwright, and Cypress.
- Implement and maintain test frameworks proficiently, leveraging programming languages such as Java, Python, or JavaScript, with additional familiarity in .NET programming being advantageous.
- Utilize Azure pipelines for seamless integration of test cases and execute tests across UAT and live releases, ensuring robust validation of software functionality.
- Automate recurring test scenarios to proactively identify live issues within the system and facilitate prompt resolution.
- Collaborate effectively with stakeholders, software developers, and quality assurance engineers to define test requirements and ensure comprehensive test coverage.
- Analyse automated test results to identify defects and areas for improvement, actively participating in bug prioritization and resolution with project managers and developers.

- Implement best practices for automated testing, including test data management, test case design, and execution, ensuring optimal test coverage and reliability.
- Extend testing capabilities to encompass API testing, leveraging tools such as Postman, and building frameworks to streamline the process.
- Maintain and optimize URL checks, SSL checks, and error logs systems like Graylog and Sentry, collaborating closely with developers to address issues promptly.
- Collaborate with cybersecurity teams to address security concerns and ensure the integrity of our software products.
- Possess experience in leadership roles, stakeholder management, and engagement with testing companies to deliver complex solutions effectively.
- Implement solutions compatible with various browsers and mobile platforms, ensuring comprehensive testing coverage.
- Monitor and address email alerts received from hosting providers and systems, collaborating with hosting and development teams for timely resolution.
- Stay updated on modern AI technologies and tools, actively contributing ideas for their implementation in the tech team to improve processes and efficiency.
- Experience with SonarCube and Unit Testing in .NET will be advantageous.
- Undertaking any other related duties as may be reasonably required.
- You will be expected to perform to the highest of standards and in accordance with the Conduct Rules as specified by the FCA.   The Conduct Rules are as follows:
  - You must act with integrity
  - You must act with due care, skill and diligence
  - You must be open and co-operative with the FCA, PRA and other regulators
  - You must pay due regard to the interests of customers and treat them fairly
  - You must observe proper standards of market conduct.

Experience & Knowledge

- Bachelor or higher degree in Computer Science, Engineering, or related field.
- Proven experience (7+ years) in manual and automated testing of web applications.
- Strong proficiency in automation tools such as Selenium, Cypress, playwright etc.
- Experience in API testing using tools like Postman.
- Familiarity with performance testing concepts and tools.
- Knowledge of cybersecurity like vulnerability scanning, Pen testing and testing principles and best practices.
- Excellent leadership and team management skills.
- Strong analytical and problem-solving abilities.
- Excellent communication and interpersonal skills.
- ISTQB or similar certification is a plus.

Skill Set

- Excellent organisation skills
- Excellent leadership and team management skills.
- Strong analytical and problem-solving abilities.
- Excellent communication and interpersonal skills.
- Passion for detail
- A 'can do' attitude
- Effective time management
- Curious mindset
- Positive attitude to change
- Contribute to colleague's time rather than take it away
- Hungry to be involved in a fast-growing business and all that entails
- Passionate about understanding the profession and developing their learning
- Passionate about making a difference
- Thrives on exceeding expectations

Signatures

Employee	Date
Manager	Date