

QA Lead 2021



About Us

We are Team Refract and we are definitely a little bit different (good different). Hopefully, so are you.

In December 2020, [Refract was acquired by Allego](#) and is now Refract, an Allego Company.

About Refract, an Allego Company

Based in 'The Core' in the centre of Newcastle, we're a world class SaaS business, using AI to solve challenges for sales teams – Refract analyses every call and demo, profiling the revenue defining moments, revealing what leads to successful outcomes for your team.

Launched less than 5 years ago, our platform is making waves – our clients include VMWare, Zoopla, Reach PLC, NeoPost, Daisy Group, and Emerson Reid, amongst a host of technology, recruitment, contact centre and sales performance organisations.

The founding team previously built one of the region's biggest SaaS businesses and learned many lessons along the way (with scars to prove it!). Our product is awesome and is getting better by the day. The market opportunity is massive and our product is used globally.

About Allego

Allego is a rapidly growing SaaS technology company in the metro Boston area with a modern approach to learning and enablement for today's distributed teams. Our technology ensures that sales teams have the skills and latest knowledge to make the most of every selling situation. With nearly 500,000 users relying on Allego's platform to access learning, the best sales content, and peer collaboration at the moment of need, we've experienced triple digit growth every year. Not only are we growing quickly, but The Boston Business Journal, The Boston Globe and Inc. Magazine have all named us as a top place to work.

As part of the Allego Group, Refract is the HQ for Europe and we are building a Tech Hub right here in Newcastle. This opening welcomes you to become part of the team and embark on a journey that will change your life.

About The Role

Description

We are seeking a Senior Quality Assurance Engineer to join our growing Development team. We are a collaborative, energizing, fast paced start-up focused upon building a company transforming the way ideas are shared and learning happens.

We offer a highly flexible work environment, great benefits, and the chance to work in a collaborative small team environment. We are looking for highly motivated people who are excited about delivering high quality software products in a new, exciting and expanding product space.

Responsibilities

- Work with a distributed Engineering team including development of web application, server components and native mobile application teams
- Consult with developers to determine level of effort to implement new features
- Write test cases from requirement documents and review test cases with Product Management and Developers
- Test mobile application
- Delegate test cases to other engineers for execution
- Report/follow-up on product defects
- Ensure quality of cross-functional features
- Ensure quality of existing features
- Report quality metrics to other teams

Requirements

- 3+ years working in Software Quality Engineering or Software Development
- Ability to work well and contribute independently as well as in a team environment
- Excellent communication skills
- Highly detail oriented and quality driven
- Test Case Management (TestRail, qTest, Zephyr, etc.)
- Work Process/Defect Reporting Tools (Jira, Rally, Bugzilla, etc.)
- Enterprise Source Control (Github, BitBucket, etc.)

About You

We promote an open and vibrant culture, filled with personality. Everyone is essential to achieve our business goals, and that includes you!

You should be highly motivated, able to work cohesively within a team and able to manage your own workload and priorities too. At Refract, an Allego Company, we leave the ego at the door. You should be ready to put your best foot forward, and join in the learning and development culture where we work together to better ourselves and the success of the business.

Package

This is a full time role at 35 hours per week with:

- Very generous share options
- Competitive salary
- 5% matched pension contributions
- 100% remote working
- Fully flexible working hours
- 25 days annual leave plus 8 bank holidays
- Unlimited unpaid annual leave (within reasonable bounds)

Other Benefits

- Lots of career progression opportunity, plus personal and professional development
- Relaxed and social working environment
- Regular team social events