

Job Description

Job Title	Web Tester
Directorate	Strategy and Change
Service Area	ICT and Digital
Grade	6
Competency Level	1
Salary	£35,412 – £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not applicable
Job Evaluation Ref No.	A9368

Job Purpose

Responsible for the testing and quality assurance of applications and web sites developed within Digital Services, and for supporting systems when deployed.

Working within an Agile DevOps environment, the roles is responsible for unit and functional testing, developing test scripts and accessibility testing. Working with members of the development team and other colleagues to ensure solutions meet users' requirements as well as meeting the standards of the service.



Assisting customers when performing user acceptance testing (UAT) and documenting, reporting and assisting to fix any bugs or errors detected.

Directly Responsible For:

Not applicable

Directly Responsible To:

Technical Lead

Main Areas of Responsibility:

- Responsible for testing and quality assurance of applications and web sites developed by Digital Services
- Creation of test plans, unit testing and functional testing of solutions.
- Creation of bug reports and assistance in fixing bugs
- Perform accessibility testing on web sites and applications
- Support customers when performing user acceptance testing (UAT)
- Work with Development and UX teams to resolve technical issues
- Work with other members of the Development team to provide continuous support for the working day
- Monitor the use of websites, report creation and usage tracking
- Monitor and maintain web server platforms in a pro-active role
- Perform regular website quality reviews and site cleansing activities
- Provide development support for developers working on project-based work
- Work within the development team on projects, supporting design, build and implementation of applications
- Liaise closely with project team members and clients to realise project objectives
- Work with project managers and clients at all levels

- Keep up to date with new developments in ICT

Supervision and Management Responsibility:

- Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role will involve the use of Display Screen Equipment (DSE), including but not limited to screen, keyboard and mouse
- This role could involve sitting for long periods of time whilst using DSE

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent qualification in software engineering or a related subject, or equivalent professional experience (A, I)

Desirable

- Appropriate professional qualifications in development, testing or a related subject, e.g., Microsoft certification.

Experience

Essential

- Experience working in a testing or support role in a software development environment (A, I)
- Experience of Web application development (A, I)

Desirable

- Experience of web application development, including any of the following:
 - Microsoft .NET Framework
 - Microsoft Azure
 - Umbraco CMS

- C#
 - HTML5/JavaScript.
 - Microsoft SQL Server
 - WordPress
- Experience of supporting web server platforms at a high level, especially IIS
- Experience of support SQL Server database servers
- Experience of working in a DevOps environment and working with Agile project management methodologies

Skills/Abilities

Essential

- Knowledge of testing or supporting web application and web site development in a professional environment (A, I)
- Knowledge and Experience of web application development using Microsoft .NET, C# and Visual Studio (A, I)
- Good communication skills, with the ability to explain technical issues to non-technical people (A, I)

Desirable

- Experience of working in an Agile DevOps environment
- Knowledge and experience of using and supporting web content management, preferably Umbraco or WordPress
- Proven track record of working within a dynamic multi-project environment
- Ability to work well within a team environment
- Demonstrate a professional demeanour and positive attitude, with strong problem-solving skills

- Ability to work to strict time constraints

Commitment

Essential

- Commitment to delivering quality technical solutions for the residents and businesses of Liverpool, and to support colleagues across the organisation (A, I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council.