



Volunteer Role Description

Product Technical Tester

Who we are

Communitier is a social enterprise with a mission to use technology to connect, engage and mobilise volunteers to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, not-for-profit organisations and volunteers together to do more good. Our civic engagement technology is based on a crowdsourcing approach: think of us as 'LinkedIn and Airtasker combined, for social good.'

We're a fast-moving, for-purpose start-up that constantly innovates to empower people to make a difference. Our team consists of passionate people with different skills and cultural backgrounds, and we recognise the strength in diversity. We are values-driven, pragmatic and determined people who practice what we preach! We care deeply about other people, the wider community, and the environment we live in.

After formulating our 5-year strategic plan and settling our first round of external funding, we now have a clear focus for the next 18 months and the resources to get there. Our immediate priorities will be to refine our existing product and services, and the systems and processes that support them, in order to reach critical mass.

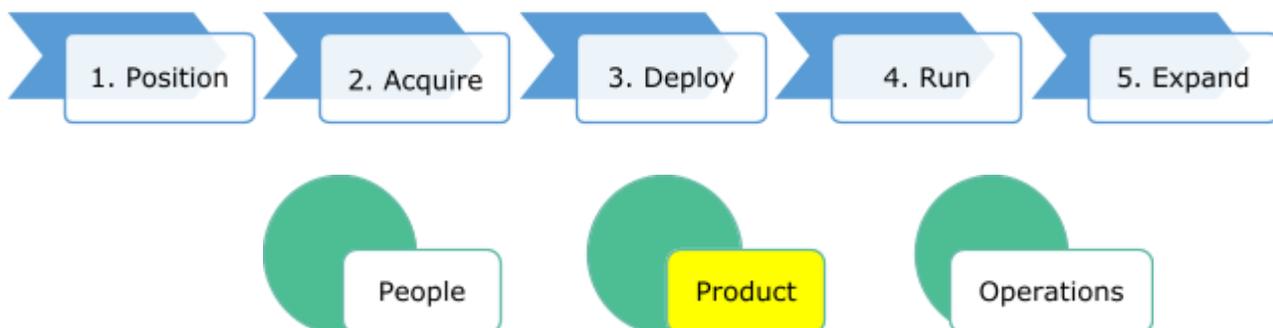
The Role

This role is a key function to ensuring our skilled volunteering platform provides a great experience for our users. Mentored by the Product Manager, you will work closely with your colleagues in the Product team, in our product development process, and be involved in writing technical communications to internal stakeholders. With this, the candidate will be able to spend time in each of the key areas in Product, including UX, UI and Product Management.

Relationships

- Reports to: Alexander Santos, Product Manager
- Supports and works with: Victor Lee, CEO and Co-Founder
Product UX Designer;
Product UX Researcher;

Involved in the following aspects of the organisation



Traits

Customer-centric, pragmatic, detail-oriented, responsive, resourceful, agile;

Responsibilities

- Perform Regression testing and Functional Testing
 - Follow all processes in place for verification testing.
 - Create, execute, manage and report on test cases in Jira.
 - Identify any gaps in testing by reviewing post-implementation issues - test and regression scripts need to be reviewed and updated to address the gaps.
 - Writing technical documentation, such as release notes and updating the Wiki.
 - Creating and updating Product Tickets.
 - Working with Product team members to communicate updates to the platform.
 - Provide insights and feedback on other areas of CT to improve user experience;
 - Any other work-related activities as directed by the CEO and Product Manager;
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Selection criteria

- Values alignment with CT (Agency, Equality, Humanity, Integrity, Solidarity);
 - Passionate about building and improving a social impact platform;
 - Currently studying or have recently completed studies in Information Technology, Information Systems or similar;
 - Prior experience with Jira preferred;
 - A flexible/adaptable approach to change and support others to do the same;
 - Both spoken and written communication skills with experience of adapting your style and approach to the audience and message to be delivered;
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Key Performance Indicators

- Communicate test plans and results effectively;
 - Create/maintain technical communication artefacts effectively and efficiently;
 - Meet quarterly objectives as an individual and as part of the team;
 - Support your colleagues in communicating their goals internally and externally;
 - Reinforce a strong culture of user-centred delivery and teamwork;
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Opportunities and Career Progression

- Business Analyst
 - Product Owner
 - User Experience Researcher
 - User Interface Designer
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*CT is a start-up with plenty of opportunities in the future. We would endeavour to craft a career path that would be rewarding and challenging for the right person.