

ServiceNow QA / Support Position

Role Brief

As a PlatCore QA & Support engineer, you will be responsible for ensuring high product quality, and ensuring client issues and questions are addressed. QA responsibilities include designing and implementing tests, debugging, and defining corrective actions. This position will also review quality specifications and technical design documents to provide timely and meaningful feedback, creating detailed, comprehensive and well-structured test plans / cases, and estimate, prioritize and plan testing activities.

The QA / Support engineer role plays an important part in our company's product development process. Our ideal candidate will be responsible for conducting tests before product launches to ensure software runs smoothly and meets client needs, while being cost-effective. If you hold an engineering background and enjoy ensuring the highest software quality, we'd like to meet you.

Responsibilities

QA

- Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
- Create detailed, comprehensive and well-structured test plans and test cases.
- Estimate, prioritize, plan and coordinate testing activities.
- Design, develop and execute manual test scripts.
- Identify, record, document thoroughly and track bugs.
- Perform thorough regression testing when bugs are resolved.
- Develop and apply testing processes for new and existing products to meet client needs.
- Track quality assurance metrics, like defect densities and open defect counts.
- Stay up-to-date with new testing tools and test strategies.
- Research and identify solutions to software issues.

Support

- Diagnose and troubleshoot technical issues.
- Ask customers targeted questions to quickly understand the root of the problem.
- Talk clients through a series of actions, either via phone, email or chat, until resolution.
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers).
- Ensure all issues are properly logged.
- Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their systems are fully functional after troubleshooting.
- Document technical knowledge in the form of notes and manuals.
- Maintain positive relationships with clients.

Requirements

- Understanding of ServiceNow platform and architecture strongly preferred.

- Proven work experience as a QA or Technical Support Engineer or similar role.
- Good understanding of computer systems, mobile devices and other tech products.
- Ability to diagnose and troubleshoot technical software issues.
- Excellent problem-solving and communication skills.
- Ability to provide step-by-step technical help, both written and verbal.
- BS in computer science or a related field preferred.

About us

PlatCore is an early stage software company focused on products based on the ServiceNow platform. We are looking for those who want to be part of something and building a company. We are passionate about having a culture worth working in and protecting. Each team member plays a critical part in driving value for our clients, moving our current in-market product AND future products forward, and sharing in the success of PlatCore.

We love people who are passionate about their work, freakishly smart, curious, and have something unique to offer, both professionally and personally. We are driven to make cool stuff that delivers huge value to our clients.

Please contact us at careers@platcore.com.