Intermediate Functional Tester

ES-13879

Purpose of the position within our Partner:

Reporting into the Development Manager, Functional Tester is responsible for the testing and quality assurance of Service Now's end to end functionality. The black-box testing role includes Smoke testing, Sanity testing, Regression testing, Usability testing etc. The ServiceNow Testing is responsible for working to develop, design ATF test cases and perform Functional testing on the Service now platform. As such, the tester requires a strong knowledge of ServiceNow ITSM (Request, Incident, Problem, Knowledge, Change, Service Catalog, and Service Portal) & ESM (Enterprise Service Management). Overseeing the implementation, integrations, testing, and documentation are a key part of the role. The successful candidate must demonstrate a high level of expertise with ServiceNow.

This is a good opportunity to collaborate with a high functioning model of Application Management which involves multiple teams, highly qualified associates hailing from different nationalities and companies.

This is also an opportunity to add a competency in the area of Application Support for Service Now, which is capturing the IT Service Management Industry at a fast pace.

Location: Budapest

Tasks / Performance targets:

Area of responsibility 1: Functional Testing
• End to End Application Testing – Service Now
• Design and develop ATF test cases
• Automate test cases in TOSCA
• Functional, Performance and Stress testing, Sanity testing, Regression testing, Usability testing
• Adapt to Sprint model for releases
• Working with software developers and support teams
• Writing Test cases and Bug Reports
• Working on multiple projects at one time
• Testing in different environments including web and mobile
Area of responsibility 2: Application Support – Service Now (Secondary)
• Handling Customer Inquiries (Level 2)
• Dealing with Complex problems and preparing solution case
• Working with Level 3 team for solution implementation
• Customer Facing

Required:

Degrees: Any degree
IT skills:
• 2-5 years of Functional Application Testing experience with full understanding of SDLC and be familiar with quality assurance techniques
• Knowledge in Service Now
• Well Versed with Testing lifecycle and Functional testing
• Knowledge of IT Service Management Process
Experience in the execution of certain tasks:
• Excellent Problem solving skills
• Ability to adapt to complex situations and flexible in work timings.
• Well versed with Testing tools –Tosca
• Excellent written and Spoken communication Skills
Fluent English
Customer orientation, planning and organizing skills

Advantages:

• Associates who have working with / tested Service Now.
• Associates who have experience in working with Testing tools such as Tosca etc
• Big plus if we candidate has Service Now testing/relevant Support Experience
• ITIL V3 Foundation or above is a plus

What the company offers:

• Competitive salary package and benefits
• Language courses and training
• Global working environment
• On-site relax & gym rooms, different events
• Remote work and home office opportunities