



# POSITION DESCRIPTION

**POSITION TITLE:**

Automation QA Engineer (UCaaS)

**LOCATION:**

**MALAYSIA**

**PHILIPPINES**

**VIETNAM**

## ASW COMPANY OVERVIEW

AS White Global (ASW) is an Australian owned company with offices in Sydney, Vietnam, the Philippines, and Malaysia. We are specialists in unified offshore staffing solutions and have been working in Southeast Asia for the past decade. Our ASW employees are part of our very special ASW family and culture, but also integrate into our client's brand and team – effectively you get two work families!

Working in our local ASW company culture means you will develop strong friendships and great support networks. You will be part of a positive and engaged environment, participate in team and company events, and have access to global training and development opportunities. In addition, you will get exposure working with our international clients and build on your existing skill sets.

## CLIENT OVERVIEW

Currently our client has over \$200m revenue and 400 employees worldwide, with near term aspirations to join the ASX-300 within 2 years, and eventually list on NASDAQ once valuation exceeds US\$1Bn and achieves a 40% combined revenue growth and EBITDA margin.

The Company has embarked on a journey of simplification with an emphasis on strategy, streamlining the brands to focus on high performing opportunities. To aid this streamlining, Alignment 2030 introduces the creation of three new software as a service (SaaS) division that will define our business going forward.

The three new divisions will directly contribute to their goal of 100 million numbers on their network by 2030 and will be supported by corporate business units of Finance, People Experience, Legal, and Technology. This goal is their 'north star' and everything they do - every code release, every customer win, every port-in, every completed ticket - brings us closer to this objective.

## CLIENT POSITION DESCRIPTION

You will be involved in the full lifecycle of projects, from discovery through development, testing, deployment & post deployment activities. You will work with the UCaaS Provisioning team to ensure business confidence in our frequent deployments to production.

You will be writing test plans, cases/scripts, scenarios, and conditions as well as executing them in non-production environments - and production environments as part of the post-release testing. You will be involved in writing automation scripts for regression testing and instrumental in ensuring the Provisioning APIs are performing as expected so that customers can integrate to our provisioning system.

You will be assisting the UCaaS Provisioning team in executing QA processes and strategies within the team to ensure we release the highest quality products to our customers.

### 1/ Impact you will make in this role



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You will be responsible for functional, black-box, smoke, integration, and regression testing as well as the development of test plans/scripts/cases/scenarios/conditions/automation-suites for both existent and new UCaaS provisioning orders, processes and integrations. The platform is responsible for flow-through orchestration of product and service orders to automate provisioning on vendor platforms and our own internal network devices.

## 2/ After hours support

There is an expectation that this role will participate in regular production deployment testing (which occurs every 2 weeks). On occasion, this role is also required to participate in production deployments which may happen outside of the regular 2 week cycle (and may be scheduled on a weekend). We also understand that we as a team need to do everything we can to ensure resilient and self-healing platforms and engineering leadership will provide the time to make sure we do.

## Key Responsibilities

### 1/ PEOPLE: Build High Performance Team environment

- Support ad hoc initiatives as required
- Weekly or ad hoc project meetings attended if requested

### 2/ PROFIT: Business strategy and Performance

- Performing testing of features to ensure our products are stable and of high quality.
- Finding defects before production that other engineers didn't find.
- Perform diagnosis and fault finding on non-production and production systems.
- Creating automation scripts for regression testing so we can continuously monitor that there are non-unexpected impacts to existing functionality.
- Collaborate day to day with the entire team to improve quality of the products in your team.
- To always leave code in a better state than it was when starting.

### 3/ PLANET: Sustainable Development Goals (SDG) alignment

- Act in accordance with Health and safety standards, comply with safe working procedures.
- Report any incident/accident/hazard.

## Qualifications and Experience

- Minimum 2-5 years' experience in software testing
- You come from a strong technical and test background.
- Able to document testing scenarios, user flows & test cases within your team.
- Able to write automation scripts for regression testing.
- Experience with API testing and API testing tools
- Preference given to experience with Telflow
- SQL knowledge would be valued.
- QA is your passion, and you are motivated by building maintainable QA test automation suites.
- You understand that great QA is more than just test automation.
- Strong experience and exposure to large scale and complex applications.
- Ability to handle multiple, competing priorities in a fast-paced and geographically distributed environment.



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## Personal Skills

- You continually automate manual processes to drive efficiency.
- A sense of ownership of technical projects and improvement of software QA practices.
- Continually self learns and improves your technical skillsets.
- Have a high attention to detail.
- Curious, tenacious and creative but are also a great team player.

## ASW Offers

- Competitive remuneration
- We are experts in **Offshoring** partnerships. This means that you will be a trusted member of the ASW family, and get access to our great benefits, plus you also get to work directly with ONE of our clients as a part of their international team from the US, UK, Canada, Australia, New Zealand, and much more.
- Personal Insurance Package for employee and 1 family member of choice
- Great Paid Leave entitlements
- Free LinkedIn learning & Coursera account.
- Stocked fridges and pantries - free coffee, cold beverages, snacks.
- Our own ASW Toastmasters Club - perfect your English!
- A diverse, inclusive and supportive company culture
- Exposure to an international environment, working with people across Malaysia, Vietnam, and Australia
- Opportunity to collaborate and work with global clients and stakeholders
- Team outings, travel abroad opportunities, company parties/events, and other exciting activities
- Industry and role-related training
- Overtime is rarely required
- Ongoing career opportunities