Development Support

The Primary role of a Development Support staff is to work with the Development group and the QA team. Development Support are responsible for communicating with development partners and creating test plans to locate issues and ensure that the product meets the expectations of the product owner. Typically, day-to-day tasks can include bug database maintenance, reporting and attending meetings/scrums.

# Development Support

*Requirements*

* Previous QA testing experience with mobile platforms (or equivalent transferable skills or education)
* Experience with compatibility testing with different mobile devices
* Some experience documenting QA methods:
  + Knowledge of test planning; writing test scripts, test cases, and test briefs
* Project progress tracking and reporting
  + Previous experience with bug tracking software (Jira, Devtrack, Etc.)

*Daily/weekly tasks*

* Responsible for at least one test area (feature ownership or release ownership) and become POC for owned feature or release
* Partners with development and production teams and provide complete and concise feedback
* Contributes to testing and bug writing
* Perform blackbox, whitebox and greybox test cases
* Contributes to test case modification, creation, bug estimates and test planning
* Execute requests from area POCs, producers and/or SE’s based on development partners needs
* Update and maintain test plans and/or test cases
* Contributions to QA documentation: Confluence, Sharepoint, etc.
* Provides updates to Core QA on changes to the feature and input into test areas to focus on
* Writes test briefs and provides input on creation of test plans
* Liaise as required with partners and teams