

Job Description -Salesforce Testing Analyst - (PB4)

Job summary

At Forestry England, as solutions continue to be developed and implemented into an already live environment, there is a role that is key to ensuring that solutions operate in line with the functional requirements and provide an uninterrupted user experience - - the Salesforce Test Analyst role.

For this role you will have 5 years of experience in testing Salesforce solutions and be able to plan and execute rigorous testing steps that will enable quality functionality to be made available to the users and community at Forestry England.

Key responsibilities & accountabilities

- Collaborate with project team (developers, admins, business analysts) to understand requirements and translate to test scenarios.
- Participate in requirement refinement, sprint planning and design review meetings to provide feedback on testing impact and resource requirement.
- Define test scope, strategy and objectives based on business and technical requirements
- Creating detailed tests cases including
 - Functional/Feature Level
 - Regression Testing
 - Negative Testing
 - End-to-end journey testing
- Facilitate testing sessions with business stakeholders including UAT process introduction, follow-up on progress and feedback outcome to appropriate project governance
- Provide testing summaries during UAT phases including progress against planned timeline and highlight of critical issues
- Triage defects identified by business users to ensure validity of defect and add detail to bug tickets
- Work with development teams to escalate defects and guidance on defect findings
- Manage defects through the development lifecycle including post-fix testing
- Undertake additional performance, security and integration testing where appropriate.
- Continue the development of our Automated Testing tool as features and additional test cases are built.
- Run both manual and automated testing (dependent on scenario), capturing results and validate against expected behaviours

Skills, knowledge & experience

Essential professional and technical experience

- 3- 5 years proven relevant and specialist experience of testing Salesforce solutions and functionality, including exposure to Salesforce platform testing tools
- Ability to develop Salesforce specific test scripts and cases
- In depth knowledge and hands-on experience of Salesforce functionality across multiple clouds including:
 - Sales Cloud
 - Service Cloud
- Ability to plan, facilitate and coordinate testing across teams and groups
- Experience of managing testing and reporting status with detail statistics, using test control frameworks/spreadsheets
- Excellent written and verbal communication skills
- Established user of MS 365, in particular MS Teams and Sharepoint
- Great team worker, approachable, with strong organisational, planning and communication skills and the ability to listen and influence
- Ability to work autonomously with a high level of responsibility due to the complexity of the platform
- Use of Jira for development lifecycle

Desirable professional and technical experience

- Ability to facilitate workshops with business subject matter experts
- Use of testing automation tool such as Copado, or Provar
- Experience using formal project management processes

Qualifications

Essential

- Salesforce Certified Platform Administrator

Desirable

- Bachelor's Degree (Maths, Science, or Technology discipline preferred) or equivalent
- Copado Robotic Testing Certified