



LIFESPEAK YOU KNOW YOU CAN.

Job Title—Senior Lead QA Engineer

Opportunity Summary

We are looking for a full-time, detail-oriented, Senior Lead QA Engineer to join our rapidly expanding and socially responsible business.

Repeatedly recognized as one of Canada's Best Workplaces by Great Place to Work, LifeSpeak is a fast-growing, SaaS provider of mental health and wellbeing education with a rapidly expanding global presence. We provide organizations with mental health and wellbeing resources to support their employees, their customers, and their families, so they can stay healthy and present and live their best lives. Our educational on-demand platform features over 2,300 micro-learning videos, blogs, podcasts, and tip sheets from more than 300 world class experts. We support a diverse array of clients around the globe, including Fortune 500 companies, government agencies, insurance providers, and other health technology firms.

Location: Our office is in downtown Toronto, ON. You have the option of working fully remote or on a hybrid work schedule.

Reporting to: Director of Digital Operations, within our Development Team

Responsibilities:

- Take ownership of and improve our existing QA processes. Building out our library of test cases, user stories and create master regression checklists.
- Organize and delegate QA tasks within the development team.
- Coach and guide other QA teammates, leading by example.
- Regular regression testing of the entire platform (web and admin portal) as part of our bi-weekly deployment schedule. This also includes our Mobile App (iOS & Android) on a less frequent deployment schedule.
- Work closely with the developers and product owners to examine user requirements and develop test plans for all new product features on both the Web Platform and Mobile App. Thoroughly test all new products to ensure that all requirements are met, document all issues, and work with the development team to ensure defects are identified and fixed. This includes running SQL queries to validate data requirements.
- Testing across major browsers (Chrome, Firefox, Edge & Safari) and devices (PC, Mac, iOS, Android).
- Run accessibility tests on all products to ensure compliance with WCAG 2.0/AODA regulations.
- Determine whether a product, feature or bug fix is ready to be promoted to the next environment or pushed live.
- Using our ticketing system, triage incoming tickets to validate issues, and manage responses by assigning a developer or communicating with the end user.



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Requirements:

- 5+ years experience as a QA Engineer working with web and mobile platforms
- Experience in creating test plans, test cases, and executing on both.
- Experience conducting different levels of testing: functional, integration, system, regression and ad hoc testing.
- Experience with accessibility testing on Web using assistive technologies such as JAWS and NVDA screen readers, and keyboard-based navigation.
- Knowledge of testing tools and test automation.
- Ability to meet goals and timelines.
- Excellent written and oral English communications skills.
- A strong understanding of the software development process and Agile processes.
- You have a passion for detail and testing. You want to be the detective to find not just the obvious issues, but the corner cases, too. You love finding ways to break code.
- A passion for our mission of helping people take the first steps in doing something to improve their well-being. A specific desire to work for a company making a positive difference.

It would be a bonus if you have:

- Professional testing accreditation
- Familiarity with JIRA, Testing automation, and API request tools such as Postman or Fiddler
- SQL database experience
- History of testing multi-lingual sites

Compensation:

- Competitive salary
- 20 days paid time off
- Benefits Coverage

About LifeSpeak, Inc.

LifeSpeak is a leading software-as-a-service provider of a platform for mental health and total wellbeing education for organizations committed to taking care of their employees and customers. With 18+ years of experience creating and curating thousands of expert-led micro-learning videos and other digital content, LifeSpeak's proprietary library's depth and breadth of easily consumable content helps companies around the world support their people anytime and anywhere. LifeSpeak serves a diverse global client base across many industries and sectors, including Fortune 500 companies, government agencies, insurance providers, and other health technology firms. LifeSpeak is the parent company of Lift Digital Inc. ("LIFT" or "LIFT session"), ALAViDA Health Ltd. ("ALAViDA"), and EnCompass Education Solutions ("Torchlight"). To learn more, follow LifeSpeak on LinkedIn (<http://www.linkedin.com/company/lifespeak-inc>), or visit www.LifeSpeak.com.

To apply for this position, please email your resume to: careers@lifespeak.com