



OpenMedical

At Open Medical, we are a team of dynamic and diverse individuals with one common goal: improving healthcare through digital excellence.

We are digital health experts behind the award-winning clinical workflow platform Pathpoint. Our mission is to join healthcare providers on their journey towards digital transformation to facilitate streamlined, future-proof patient pathways and foster collaboration among distributed teams, bridging the gap between primary, secondary, and tertiary care settings.

With team members hailing from various different countries and diverse backgrounds, we value and promote an environment of diversity, inclusivity, and belonging. We are passionate about enabling our team to excel and reach their full potential. With a coaching culture and a focus on personal development, we empower our employees to do their best work.

We are looking for a highly diligent QA Software Tester to join our team at Open Medical. The successful candidate will be responsible for ensuring that the quality of our Pathpoint products meets all product standards, performance expectations and user product requirements. The role will monitor the development and change management of our workflow system and provide technical assessment throughout the product lifecycle to ensure high quality products, aligned to user requirements.

Join us in our mission to transform healthcare through digital innovation and be part of a team that is shaping the future of patient care.

This is a full-time, office based role in Ealing Broadway, London.

The initial interview phase for this position is scheduled for 1st and 2nd May. The conclusive in-person interview will take place on 14th and 15th May.

What you will be doing

- Developing a product Quality Assurance program
- Responsible for the successful implementation of quality systems, solutions and projects across teams in our end-to-end quality ecosystem
- Be involved early in the product/project life cycle ensuring requirements are clear and seeking clarification, when necessary; we are keen to promote a strong shift-left test approach
- Create test plans/test scripts to guide manual testing, capturing these in our test management tool, as well as the test results themselves
- Conduct comprehensive testing of new products for both new project launches and system upgrades, identifying and documenting any defects or issues
- Compile testing results into reports and issue summaries to management for visibility and action
- Review requirements, specifications, and technical design documents to provide timely and meaningful feedback, ensuring alignment with quality objectives
- Plan and coordinate testing activities, thoroughly identifying and documenting bugs
- Own and contribute to the test coverage, being proactive in managing coverage; updating,



adding, deleting tests as appropriate to give good coverage balanced against fast test feedback

- Conduct functional system testing and develop processes around it to streamline testing procedures and improve efficiency
- Testing system integrations in collaboration with clients and the internal engineering team
- Take initiative to develop processes and reporting of KPIs for Quality Assurance
- Collaborate with internal teams (e.g. developers, delivery specialist and project managers) to identify system testing requirements
- Provide technical support to internal teams related to testing and quality assurance activities, serving as a subject matter expert in software testing
- Stay updated on industry best practices and emerging trends in testing tools and strategies, proactively implementing relevant advancements to enhance QA processes

General

- Take part in remote out of hours on call support (24/7 Support Service) on a rota basis: Ability to triage and prioritise critical requests during out of hours (on-call bonus payable)
- Promoting efficiency by contributing to improved operational procedures
- Review and prioritise clients' product demands and feedback requests.

What we are looking for

Skills and Behaviours

- Engaging communication style, at ease with talking to clients with a variety of technical expertise, with a keen eye to getting to the root cause of the problem
- Must demonstrate initiative and be self sufficient in managing day to day tasks
- Great time management skills with the ability to re-prioritise and adapt quickly, successfully managing tasks with different priority levels throughout the day
- Excellent oral and written communication skills, as well as being an active listener, speaking in a calm and professional manner to clients at all times
- Must be a fast learner, being proactive at an early stage, and enjoy getting tasks completed then moving onto the next challenge
- Excellent attention to detail
- Able to identify potential issues, problem solve and escalate where appropriate, taking a thorough approach to investigating issues with client systems
- Commitment to acting with integrity and honesty, and ensuring confidentiality and data security regulations are maintained at all times
- Must take pride in producing quality work, whilst being efficient and working through tasks in a timely manner
- Must enjoy being part of an office environment and working collaboratively in a fast paced team



Qualifications, Knowledge and Experience

Essential

- Previous experience in Software Quality Assurance/ Software Testing roles is essential to this role (around 2 - 3 years minimum)
- Experience in IT software debugging
- Being competent with productivity software and applications is also crucial
- Prior experience or good understanding of the common issues that may occur in a SaaS model
- Solid experience of manual testing. Understanding when to script and when to utilise exploratory techniques to support the most efficient test approach
- Experience of using test management tools for test case creation as well as capturing test results.

Desirable

- Experience in the healthcare or health-tech industry is desirable, particularly within the NHS
- Previous experience troubleshooting technical issues
- IT, Computer Science or similar qualification
- Programming knowledge/experience
- Good hands-on knowledge of API testing, ideally using Postman.
- Experience of testing 3rd party data integrations via API would be greatly beneficial.
- Familiarity with YAML Files

Additional Requirements

- Must be flexible and adaptable to working hours
- Proactively seek to learn and understand the business to better assist professionals and/ or clients
- Ability to maintain confidentiality and awareness of information governance requirements and data protection as well as digital clinical safety

Benefits

- Holiday: 25 days per annum (plus National and Bank holidays)
- Bonus Scheme
- Private Health Insurance
- Cycle to Work scheme
- Access to a CPD/Learning budget
- Paid sickness and compassionate leave
- Salary: £30- £35k dependent on experience

This is a full-time role, based at our office in Ealing Broadway, London.

