



## Job specification

### **Senior Quality Assurance Engineer**

### **Core Services Quality Assurance**

**Employment status:** Permanent

**Reporting to:** Switching Implementation and Quality Assurance Lead

**Location:** Johannesburg

### About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative health-tech solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

### About the team

The Core Services Quality Assurance team is responsible for the testing of the core Healthbridge systems, the management of the UAT system, and overall quality of our products and services. We collaborate closely with our Core Services Product and Development teams to ensure that our clients have a great experience.

Looking for ways to improve and innovate, both technically and in the way we work, is part of our culture.

We strive to provide market-leading products and services, guided by the Healthbridge values.



## About growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.

## About the job

Join Healthbridge, a leading South African health-tech innovator, as a Senior Quality Assurance Engineer based in our Johannesburg office (Hybrid model: 2 days office/3 days remote). This is a pivotal role where you'll leverage your deep expertise in API testing, test automation (Java/Python/JavaScript), and cloud platforms (Azure/GCP) to ensure the quality and reliability of our life-changing healthcare solutions. You'll not only drive technical excellence in QA but also mentor junior team members, contributing significantly to both our product quality and team growth in a dynamic Agile environment. If you're passionate about quality, possess strong technical skills, and enjoy guiding others, this is a fantastic opportunity to make a real impact on healthcare in South Africa.

## Role purpose

The primary purpose of the Senior Quality Assurance Engineer role is to safeguard and enhance the quality, performance, and reliability of Healthbridge's health-tech platform. This is achieved through leading the design and implementation of robust API- and automation testing strategies, implementing AI tools, executing comprehensive test plans, championing QA best practices, and mentoring team members, ultimately ensuring our technology solutions are effective, secure, and meet the critical needs of patients and healthcare providers. Ensuring continuity by occasionally standing in for the Switching Implementation and Quality Assurance Lead.

## Description

This role involves a blend of hands-on technical execution, strategic test planning, and team mentorship within an Agile development framework. The Senior QA Engineer will be a key quality advocate, ensuring thorough testing across various facets of our platform, with a particular focus on APIs and automated verification.



## Responsibilities

- Lead the design, development, and execution of API test strategies and automation.
- Design, build, maintain, and enhance scalable test automation frameworks.
- Implement AI tools to streamline QA processes.
- Mentor, guide, and support junior and mid-level QA team members in testing best practices and tool usage.
- Develop comprehensive test plans, test cases, and scenarios based on requirements.
- Execute both manual and automated tests to ensure application quality and coverage.
- Identify, document, track, and manage defects rigorously throughout their lifecycle.
- Contribute to leading performance testing initiatives, analyzing results for bottlenecks.
- Ensure effective testing of all Healthbridge systems and applications including cloud environments (Azure/GCP).
- Collaborate closely with developers, product owners, and other stakeholders in an Agile setting.
- Report effectively on test progress, quality status, and potential risks.
- Actively contribute to the continuous improvement of QA processes, tools, and methodologies.
- Champion and contribute to quality standards and best practices across the engineering teams.
- Occasionally review test results and provide CAB approval for deployment to UAT and production.
- Occasionally manage third-party testing schedules and expectations.
- Assist and engage in team discussions, queries and troubleshooting.
- Understand and successfully relay the technical domain context and impact to relevant stakeholders.
- Stay up to date with and realistically implement the latest developments in best practise testing and QA tools and processes



## Job requirements

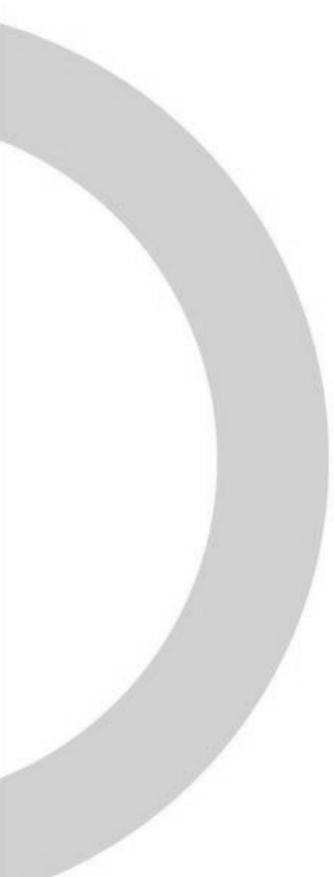
- Lead the strategy, design, development, and execution of tests ensuring functional correctness, data integrity, security, and performance.
- Design, develop, maintain, and enhance scalable test automation frameworks and scripts.
- Mentor and provide technical guidance, support, and knowledge sharing to junior/mid-level QA team members.
- Conduct peer reviews of test cases, automation scripts, and testing approaches.
- Develop, document, and execute comprehensive test plans, test cases, and scenarios (including manual/exploratory testing where appropriate).
- Identify, record, document thoroughly, track, and verify defects throughout their lifecycle.
- Facilitate thorough regression testing to ensure changes do not negatively impact existing functionality.
- Contribute to or drive performance testing activities and analyze results to identify bottlenecks.
- Actively participate and collaborate within cross-functional Agile teams and ceremonies.
- Report on test progress, results, quality metrics, and potential risks clearly and concisely.
- Contribute to the continuous improvement of QA processes, tools, and methodologies.
- Ensure testing adequately covers requirements for applications deployed in cloud environments (Azure/GCP).
- Contribute to the Continuous Integration/Continuous Deployment pipelines processes and the role of automated testing within them.

## Knowledge and skills

- API Testing: In-depth knowledge of API testing methodologies and tools (Postman, SOAPUI essential; Jest or similar advantageous). Strong understanding of HTTP protocols, RESTful principles, SOAP services, JSON, and XML.
- Test Automation: Proficient in designing, building, and maintaining automation frameworks using tools/libraries such as Selenium WebDriver, Cypress, Playwright, RestAssured, Karate, etc.
- Programming/Scripting: Strong proficiency in at least one relevant language: Java, Python, or JavaScript.
- Cloud Technologies: Familiarity with testing applications within cloud environments (Azure, GCP preferred).



- Testing Methodologies, best practice, and design principles:  
Comprehensive understanding of QA principles, different testing types (functional, non-functional, regression, integration, etc.), and the Software Testing Life Cycle (STLC).
- Database Skills: Solid proficiency in SQL for data validation and test data manipulation.
- Agile Methodologies: Strong understanding and practical experience with Agile/Scrum principles and practices.
- Tools: Expertise with defect tracking systems (e.g., Azure DevOps, Jira, Bugzilla) and test management tools (e.g., Azure DevOps Test Plans, TestRail, Xray, Zephyr).
- Performance Testing Concepts: Understanding of performance testing principles. Familiarity with tools like JMeter is advantageous.
- CI/CD Concepts: Understanding of Continuous Integration/Continuous Deployment pipelines and the role of automated testing within them.





### **Qualifications and experience**

- Experience: Minimum 5-8+ years of proven experience in software Quality Assurance roles.
- Specialized Experience: Demonstrable, significant hands-on experience focused on API testing and test automation.
- Cloud Experience: Verifiable experience testing applications deployed on cloud platforms (Azure and/or GCP).
- Education: Bachelor's degree in Computer Science, Information Technology, Engineering, or a related field is desirable.
- Certifications: ISTQB certifications (Foundation or Advanced levels) are advantageous.
- Industry Experience: Experience within the health-tech or healthcare sector is a plus.
- Mentoring Experience: Prior experience or demonstrable aptitude for mentoring technical team members.

### **Behavioural Competencies**

- Leadership & Mentorship: Ability to guide, influence, and mentor others effectively; exhibits leadership potential.
- Analytical Thinking: Strong analytical and critical thinking skills to diagnose issues and evaluate risks.
- Problem Solving: Excellent problem-solving and debugging capabilities.
- Attention to Detail: Meticulous approach to testing and documentation.
- Communication: Excellent verbal and written communication skills; ability to articulate technical details clearly to diverse audiences.
- Autonomous self-management: Understand the environment, the daily BAU requirements and the priorities of your daily tasks, and when to escalate for assistance.
- Collaboration & Teamwork: Strong interpersonal skills; ability to work effectively within cross-functional teams.
- Proactive & Self-Motivated: Takes initiative, drives tasks to completion, and works effectively with autonomy.
- Adaptability: Ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.
- Quality Focus: Deep commitment to quality improvement and delivering high-standard products.
- Continuous Learning: Eagerness to learn new technologies, tools, and best practices.