

Reports to: Director of Quality Assurance
Department: Quality Assurance

Who We Are:

Serious Labs is a small company of 50 employees located in Edmonton, Alberta who, since Covid-19, is working remotely.

Serious Labs reinvents and reimagines workforce training and assessment. Since 2005 we've revolutionized the way people are trained or assessed in the construction and industrial workforce. Our virtual reality simulators are unmatched in the industry and are defying current workforce education models. But don't believe us, check out this link: <https://vimeo.com/389569815>

Our team is smart, talented, and fun. We have people with all kinds of backgrounds, from mechanical engineers to graphics programmers to video game designers, helping the industrial and construction workforce get home safe. Our team works closely with industrial experts and academic researchers to provide the best virtual solution to training and assessment.

We are looking for a full-time Quality Assurance Analyst to join our Edmonton team.

Why Join Us?

- Our technology is cutting edge – you won't see many doing what we do.
- We're working on a large project that will change training in critical industries in Canada. You could be a part of that.
- We have flexible hours and encourage you to balance work and home commitments. Some of us enjoy lunchtime naps and games.
- We use Discord to replicate the social interaction we had prior to working remotely.
- We're serious about the work we do, but we don't take ourselves too seriously. We're a fun-loving bunch!
- Many members of our team work on side projects like board games, books, and video games. We're open to that.
- You'll get everything you need to work from home.

What You'll Do:

- Contribute to and oversee the quality of the web-based Companion Portal that our customers use to manage their simulator training data.
- Learn the Companion Portal systems and be the primary point of contact for the Development team.
- Use a wide range of testing methodologies to thoroughly test our products.
- Communicate with peers, managers, and Customer Success representatives to understand issues and explain concerns in a clear manner.
- Contribute to test plan creation and maintenance, filing and tracking bugs, adjusting the testing process based on results and reviews.
- Create, maintain, and update documentation and "how-to" guides for various features and systems when applicable.

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- Work as part of the QA team to improve our quality processes (both within Development and company-wide). Quality is everyone's responsibility but QA spearheads it.
- Analyze documents and proactively identify potential issues before they occur.
- Ask questions! You don't need to know everything about a product, but you do have to be willing to go and get the answers when you need them.

What You'll Bring:

- You have at least 1 year of QA experience in software development.
- You can work remotely and are productive and comfortable working from home.
- You can get to our Shop in Edmonton to access simulator hardware, as required.
- You are casual, but hard working.
- You can build rapport with a multi-disciplinary team.
- You are meticulous, thorough, and have the resilience to investigate bugs to find the full extent of the issue.
- You are adaptable and can move between projects, teams and systems to scope out where potential problems might lie and who you need to speak to.
- You are a critical thinker – you ask questions and provide feedback.
- You can articulate problems you come across to others, verbally and in writing, and work with them to find solutions.
- You like to learn new things and can apply what you learn.
- You are a Canadian resident and legally entitled to work in Canada.

Bonus Points You May Bring:

- You have experience using Jira or similar systems to file and track bugs.
- You have used Testpad or another application to document test plans.
- You are familiar with and comfortable in VR.
- You have UI/UX experience.
- You have technical writing experience.
- You have experience with the Unity engine.
- You have coding experience such as C++ or C#.
- You have shipped or helped ship a game or a simulator.
- You have worked on equipment like a MEWP or forklift or driven an 18-wheel truck.