



Sr. Quality Engineer – Product Management

Job Description

We are seeking a Sr. Quality Engineer to join the Product Management team located in the company's San Mateo California office. Unlike traditional software testing roles, this unique position will report directly to the Chief Product Officer and work independent from ZEN's Development and Quality Assurance teams. The primary purpose of this position is to become a resident expert on all functional aspects of ZEN's product suite in addition to the company's internal organizational structure that is responsible for developing, administrating and supporting each product.

Primary Responsibilities

The following quality assurance roles will be in support of the Product Management Department:

- Become a resident expert on ZEN's suite of products
- Act as a liaison between Product Management and Customer Service Departments to incorporate player feedback and document player identified bugs.
- Reproduce and validate bugs reported by internal and external customers.
- Route validated issues to the appropriate development or administrative support staff for resolution.
- Document training materials and educate ZEN's non technical staff on the proper methods of bug reporting.
- Support ZEN's product managers by creating training materials, educating and internally evangelizing all of ZEN's products, features and functions.
- Train customer service staff on identifying patterns of potential bugs
- Communicate directly with ZEN players and collect data required to reproduce insufficiently reported issues.
- Execute tests to inform Product Management of the product's current state in various deployment environments.
- Document test cases to be submitted by Product Management as part of a new product requirements.
- Test the delivery of new product requirements from the player's vantage point.
- Earn the respect of and successfully maintain good communication and rapport with ZEN development staff.



Secondary Responsibilities

Product Management may place this position “on loan” to Development and QA (particularly during large product releases) where the position will:

- Plan and execute functional testing of product requirements and bugs as needed.
- Execute manual and automated smoke and regression tests after internal and external product releases.
- Design and execute performance tests including benchmarking, stress and load.
- Work closely with developers, Support, and Program Managers on defect resolution.
- Help implement and maintain test environments, including the necessary equipment, configuration, and software.
- Build and maintain automated testing tools.

Requirements

- Minimum 7+ years experience testing software
- Must have a strong technical foundation including ability to review, edit or create HTML, PHP, XML, Java, JavaScript or other 3G or 4G languages.
- Experience with relational databases (Oracle, MySQL) and constructing your own inserts, updates and queries.
- Deep knowledge of the software development lifecycle, testing methodologies and terminology
- Capable of modifying and executing scripts in one or more automated test suites. (Selenium, etc)
- Experience testing desktop client, mobile and internet applications
- Experience logging/resolving defect issues using one or more popular bug tracking systems
- Experience writing automation tool code.
- Must demonstrate a passion for quality assurance of consumer & end user applications
- Experience testing online gaming & entertainment software a plus. Poker software experience an extra plus.
- Experience working within Eric Ries’ “The Lean Start Up” methodology a plus.
- Ability to write clear and concise test cases
- Superior oral and written English communication skills
- Must be detail oriented, analytical, methodical, a systematic thinker, tactful and diplomatic

To apply, please email jobs@zenentertainment.com and put the position for which you are applying in the subject line.