



**Job Title:** Quality Assurance Tester II

**Department:** Product

**Reports to:** Director of Product Management

**Location:** Pittsburgh, PA, USA

**Company Overview:**

Liberated Syndication (Libsyn) pioneered the system to host and publish podcasts in 2004. Today, we are one of the industry's largest podcast and advertising networks with over 75,000 customers serving 6 billion downloads a year. We build products that are easy to use, so our customers can focus on creating great content. We provide a working environment that is challenging, exciting, collaborative and most importantly, fun.

We love problem solvers, geeks, artists, dreamers, doers, visionaries, fixers, and facilitators. With the industry undergoing explosive growth, podcast advertising is expected to exceed \$2 billion in 2023. Why not be part of that growth and apply to become part of the Libsyn Team? Your unique skill set might be exactly what we are looking for...and did we mention that our benefits are GREAT!?

**Job Summary:**

This role will support and enable Libsyn to create customer-centric products, that are easy to use and elegant with the same look and feel, across the entire Podcast as a Service (PaaS) platform. The team's goal is to make Libsyn the destination where anyone can come on board, at any point in their podcasting journey, to create their podcast, grow their audience, and monetize their content – seamlessly connecting hosting with on-ramps and upgrades to best-in-class tools and services.

Responsible for assisting the Product, Development and Support teams to provide troubleshooting, testing and debugging throughout the application development process across the company's product lines. Tests moderately complex features of new software releases using tickets, bug reports and pre-defined test plans to validate functionality or identify defects. Follows uniform testing procedures, documents results and uses designated systems and tools to track outcomes. Performs follow-up rounds of testing as needed.

**Duties/Responsibilities:**

- Collaborating with product, development and support departments in support of agile development and sprint process for new software releases and product launches.
- Validate and verify product features, functionality as outlined in tickets or bug reports.

- Documents methods, steps, actions to confirm, resolve or avoid issues or reported bugs.
- May be required to troubleshoot and document incidents using ticket systems and tools.
- Escalates problems to appropriate levels or teams to achieve issue resolution.
- Ensure continued functionality during testing, deployment and maintenance of software.
- Troubleshooting, debugging, maintaining and improving existing software.
- Assist with information for technical documentation to guide user documentation/knowledge base, release notes or to improve future software releases.

**Required Skills and Abilities:**

- Excellent verbal and written communication skills.
- Strong organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Possess desire to learn new things: inquisitive, curious and creative.
- Strong teamwork and leadership skills.
- Ability to escalate to prioritize tasks or issues when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Google Office Suite, Jira/Confluence, ticketing software or related software and tools.

**Required Education and Experience:**

- Bachelor's degree in Computer Science, Business or a related field
- 1-3 years of software testing or QA or related experience in technical support for software as a service, web applications or similar
- Familiarity with Linux/Unix command line, REST architecture and OAuth
- Excellent knowledge of the software development life cycle
- Strong problem-solving and communication skills
- Familiarity with concepts of Object-Relational Mapping frameworks
- Experience with Agile and Scrum development methodologies
- Ability to learn quickly and work independently or as part of a team
- Comfort level with interacting and communicating across all functional groups and levels within the company

**Preferred Education and Experience:**

- Knowledge of podcast industry, creator economy, audio and video, creation tools, advertising, monetization, and measurement, RSS concepts
- Knowledge of API integration (REST, XML-RPC) with Third-party industry players such as Facebook, Spotify, and others
- Familiarity with PCI compliance, security and privacy and best practices

- Experience with WordPress and Podcast Webpages
- Experience with mobile applications (iOS and Android)
- Familiarity with Braintree and other third party payments processors and billing
- Knowledge of test-driven development practices

**Benefits:**

- Medical Coverage
- Employer Paid Dental and Vision Coverage
- Employer Paid Short-Term and Long-Term Disability Coverage
- Employer Paid and Voluntary Life Insurance
- 401(k) Saving Plan
- Paid Vacations and 14 Paid Holidays
- Opportunities for Flexible Work Arrangements
- Educational Opportunities

**Equal Employment Opportunity Policy:**

The Company is an equal opportunity employer. Applicants for employment are, and will be, recruited, selected and hired, and employment decisions are and will be made, without discrimination on the bases of race, color, religion, sex, age, national origin or disability. This policy applies to new employees, promotions and all personnel actions within the organization.

The Company prides itself on the contribution it makes to the community. It is the intent of the Company to comply with all federal, state and local laws relating to equal employment opportunity.