

QUALITY ASSURANCE & TESTING OFFICER

REPORTING TO: QUALITY ASSURANCE & TESTING LEAD

Job Purpose: To support the quality assurance and testing function within the ICT Division by executing test plans, developing test cases, managing defects, and ensuring that all technology solutions and system changes meet defined quality standards before deployment to production. The QA & Testing Officer contributes to the delivery of reliable, high-quality banking technology solutions by applying structured testing methodologies across all phases of the software development lifecycle.

Key Responsibilities:

1. Test Case Development

- Develop detailed test cases, test scripts, and test data based on business requirements, functional specifications, and system design documents.
- Ensure test cases provide adequate coverage of all functional and non-functional requirements.
- Maintain test case repositories and ensure documentation is version-controlled and up to date.
- Review test cases with the QA & Testing Lead and Business Analysts to confirm alignment with requirements.

2. Test Execution & Defect Management

- Execute test cases across assigned test phases including functional, regression, integration, and system testing.
- Log, track, and report defects accurately in the defect management system, providing clear reproduction steps and supporting evidence.
- Retest resolved defects to confirm fixes are effective and do not introduce new issues.
- Produce daily and weekly test execution and defect status reports for the QA & Testing Lead.
- Ensure all critical and high-severity defects are escalated promptly to the QA & Testing Lead.

3. UAT Support

- Assist in the preparation of UAT test environments, test data, and user guidance materials.
- Support business unit testers during UAT execution, including guidance on defect logging procedures.
- Track and manage defects raised during UAT and escalate blockers to the QA & Testing Lead.
- Assist in the compilation of UAT completion reports and sign-off documentation.

4. Regression & Release Testing.

- Execute regression test suites for system changes and software releases to ensure existing functionality is not impacted.
- Participate in release readiness assessments and contribute to go/no-go decision inputs.
- Support the automation of regression test scripts under the guidance of the QA & Testing Lead

5. Documentation & Continuous Improvement

- Maintain accurate and complete testing documentation in line with the Bank's standards.
- Participate in test retrospectives and contribute to continuous improvement of QA processes.
- Participate in team knowledge-sharing sessions and professional development activities.

Academic & Professional Qualifications

- Bachelor's degree in information technology, Computer Science, or a related field (required).

- ISTQB Foundation Level certification (required or strong added advantage).
- ITIL Foundation certification is an added advantage.

Experience Requirements

- Minimum 2–3 years' experience in software testing or quality assurance.
- Demonstrated experience in test case development and execution for technology projects.
- Exposure to defect management processes and tools.
- Experience in a banking or financial services environment is an added advantage.

ALL applicants **MUST** apply online to email: **recruitment@familybank.co.ke**; closing date is **15th September 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

“We are an equal opportunity employer”