

# Hiring Professional Testers

## Tips, Tricks & Lessons Learned

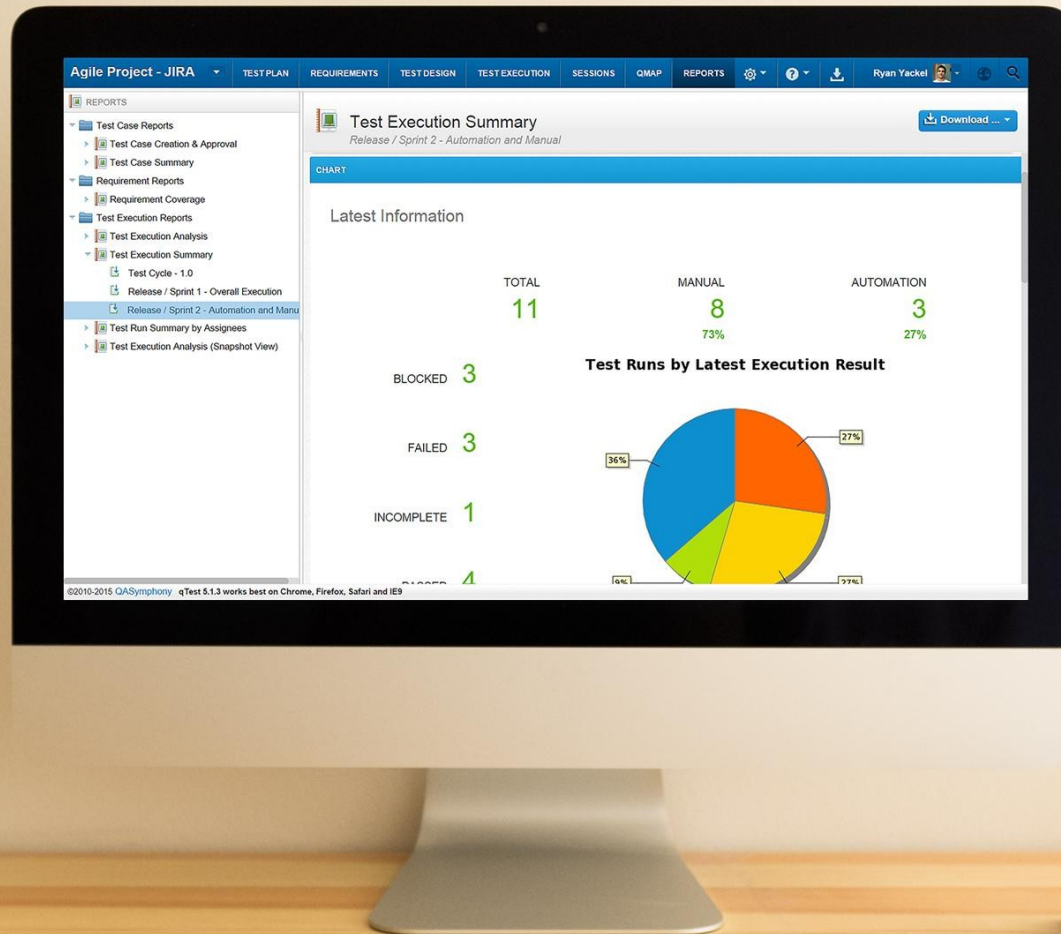
August 18<sup>th</sup> 2016

Huib Schoots – Improve Quality Services

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- Audio for this webinar is delivered through your computer. Make sure your speakers are turned up or use a set of headphones.
- If your audio quality is choppy, it could be your internet connection.
- You can customize your webinar viewing experience by increasing, decreasing or minimizing the size of the widgets on your screen.
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# ABOUT QASYMPHONY



Robust *test management platform* purpose-built to help agile teams centralize, organize and accelerate software testing

# OUR PRESENTER

## Guest Speaker: Huib Schoots

- Context-driven software tester
- Rapid Software Testing teacher
- Curious & lifelong learner
- Passionate & energetic people lover
- Trainer, coach, writer, speaker & leader
- Books & Apple gadget collector
- Trombone player
- Gamer
- **STAR WARS** & LEGO freak
- Beer brewer



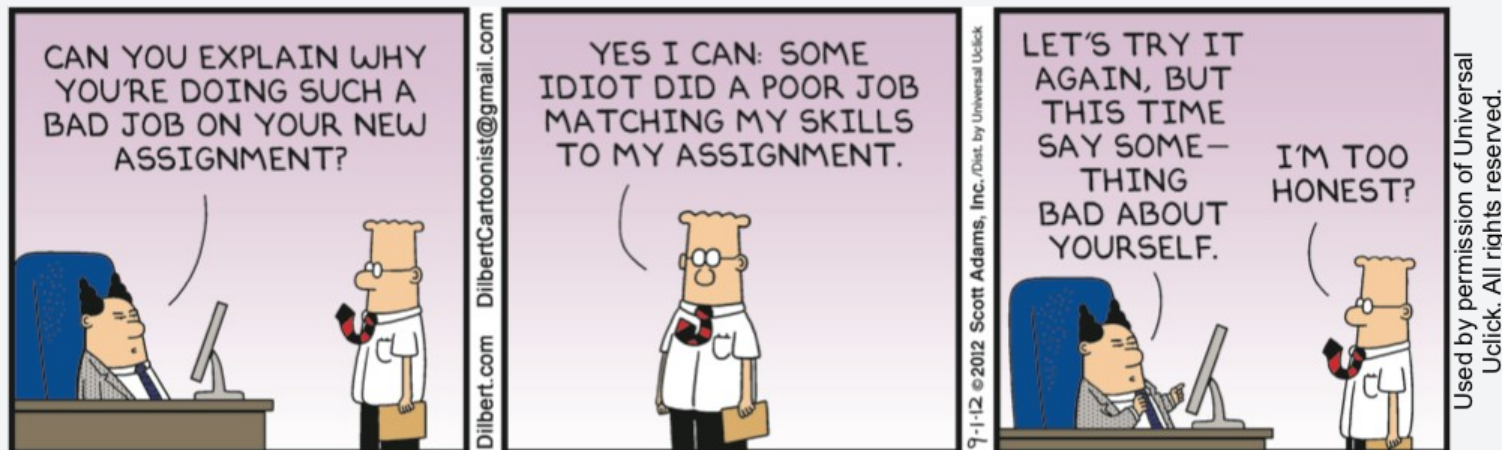
# HOUSEKEEPING

- This webinar will be recorded and available on-demand tomorrow. You will get an email when it is available.
- Join the conversation on Twitter using the hashtag #TBD
- Use the Q&A widgets to ask questions during the webinar.
- At the end of the webinar, you will be asked to take a short survey.



# PRESENTER CONTENT START

## Hiring Professional Testers



# MY RECRUITMENT CREDENTIALS

- Test manager in many projects
  - Took many job interviews to hire testers
- Line manager for a consultancy company, a bank and a financial for 8 years
  - Took many job interviews to hire testers
- In secondment business for more than 15 years
  - Did many job interviews for these projects
- Changed jobs 5 times
  - Did many job interviews for these jobs



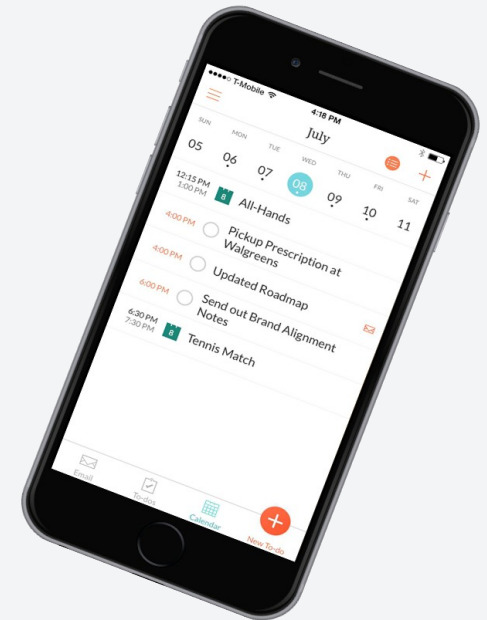
# ACKNOWLEDGEMENTS AND THANKS

- Helena Jeret-Mäe who inspired me to write my “Heuristics for recognizing professional testers” blog post
- Anna Baik and Thomas Ponnet who inspired me to write better jobs ads
- Many colleagues Johanna Rothman, Rex Black & Michael Bolton, Alan Richardson, Cem Kaner, James Bach and James Aspinall for general inspiration
- Thanks to Rien Krol (Rabobank International), Ralph van Roosmalen (Ex RES Software) and Helena Jeret-Mäe (Ex Raintree Estonia) for allowing me to talk about their selection process
- Thanks to my Improve QS colleagues Manon Penning, Pascal Maus, Piet de Roo and Patrick Duisters for reviewing



# AGENDA

- Introduction
- Search
- Selection
- My heuristics



# PROFESSIONAL TESTERS

- What is professional?



**Warning:** if you are looking for regression monkeys... this webinar might not be for you...

# SEARCH

- What problem are you going to solve?
- Who do you need to solve that problem?
- Be very clear in your job description



# PRETTY VAGUE CHARACTERISTICS

- Create and maintain test cases suites
- Bachelor's Degree in Computer Science or related field, or equivalent work experience
- Education: ISTQB / TMAP
- Understanding of test automation frameworks
- Developing, implementing and executing test plans
- Experience with full software test life cycle
- Ensure that project deliverables are defect free

# Quality Analyst

We are looking for experienced quality analysts/agile testers to join our collaborative and supportive Agile development team. You will help our project team to build world class and optimised products for our customers by:

- Helping our product development team generate high-quality user stories.
- Implementing automated functional and regression tests for user interfaces and web services.
- Performing in-depth exploratory testing on user stories, and post-release smoke checks.

## Requirements

You'll be an experienced tester, used to collaborating closely with developers and business owners. You'll be able to look at a user story and spot the gaps that nobody's considered yet, be able to come up with ingenious and devious tests that reveal unexpected problems, and work with the developers to get them fixed. You naturally share your knowledge with others and also enjoy learning from your peers.

Automation and exploratory testing are key parts of our test approach, and our testers need to be keen to improve their skills in both. If you don't already have experience of working with modern open-source test automation tools such as Cucumber or Watir, then you'll be keen to learn how you can use them to help your testing.

This role will require you to have knowledge of:

- Exploratory testing - and we mean serious, structured exploratory testing, not just a buzzword. You'll have heard of and read Cem Kaner's work and others.
- Test automation - an interest in good test automation techniques to a level where you can discuss the pros and cons of a test automation approach.
- Agile software development - such as Scrum, Kanban etc
- Self-motivated learning - you'll be able to describe how you go about learning new skills and gaining knowledge
- Mentoring - you should love to share knowledge, and be good at it.

We'd especially like to speak to you if you have any of the following:

- Experience with an automated UI testing framework (We use Cucumber and Watir-webdriver, but experience with other open source automation tools such as Selenium or Robot Framework would be just as good).
- A working knowledge of a modern programming language particularly Ruby or Java
- Knowledge of automated web-service or generic testing frameworks (FitNesse etc).
- Linux/UNIX operating systems.





## What You'll Do

- Carry out exploratory testing within an Agile development environment.
- Collaborate closely with developers, product managers and support engineers to correctly identify, prioritize and resolve issues.
- Develop test tools, and extend test frameworks and test environments.
- Improve the quality of developer output via training, coaching and process changes.
- Identify testing requirements for new features or enhancements
- Collaborate with other QA engineers, as needed.

## Key Skills

- You can write SQL to verify data correctness
- You can search through logs or crash reports to help identify the source of an issue
- You are able to describe bugs in sufficient detail for a developer to understand
- You know when automated testing is better than manual testing
- You know when manual testing is better than automated testing
- You have experience with git
- You are listened to
- You don't believe it until you see it
- You don't believe everything that you see
- You are passionate about great software
- You have strong user empathy and sense of UI aesthetic

## Career Sectors

### ► **DEVELOPMENT**

### ► **PROVISIONING**

### ► **SALES**

### ► **PROFESSIONAL SERVICES**

### ► **FINANCE**

### ► **SERVICE DESK**

### ► **HUMAN RESOURCES**

# Software Test Engineer

## Your Goal

- Create fast, secure, scalable features that our clients will rave about.
- Continuously improve our ability to get things done *and* get things right.
- Share your passion for your work internally and externally.
- Be (mostly) awesome.

## Working here

We value ownership and curiosity. This is facilitated by:

- Ship it days
- Learning time + training/conferences
- Coding katas
- Self-organising teams

## Behaviours

- Care about the company, the quality of the product and the user experience.
- Work closely with the team to deliver awesome features.
- Understand the value of Exploratory Testing.
- Take on epic challenges that push you out of your comfort zone.
- Solve hard problems independently and collaboratively.
- Devour and apply new knowledge and effectively share it with others.



## About Us

[About Us](#)[Clients](#)[Case Studies](#)[Rapid Testing](#)[Partner Programs](#)[Careers](#)[Our Facilities](#)[London Open Device Lab](#)[Service Level Agreements](#)

## Are you an exceptional exploratory tester?

Or do you know someone else who is? If so, please contact us.

We are not recruiting right now, but we would like to keep you informed of future opportunities. The following job description is typical of our requirements.

### About us

Test Partners specialise in exploratory testing of websites and web-based applications. We are the UK's leaders in this exciting discipline and we look to recruit candidates who can demonstrate strong skills and a thorough understanding of the subject.

### About you

- ▶ A good understanding of client-side web technologies is essential - fluency in HTML and CSS is expected, and some knowledge of JavaScript and Flash would be a bonus.
- ▶ It is unlikely that anyone with less than 3 years relevant experience will be suitable.
- ▶ We do not require ISEB / ISTQB - in fact you get extra points for not having them.
- ▶ Strong manual testing skill are essential, and experience of lightweight tools is expected. Experience of automated tools such as Selenium and Watir would be useful but is not essential.
- ▶ You will run your own projects, either alone or leading a small team, so strong verbal and written communication skills are essential.

### Working for Test Partners

We are located in Central London, just off Tottenham Court Road. We have a relaxed working atmosphere, flexible hours and an emphasis on continuous personal development. The remuneration package includes an attractive salary, 25 days holiday, training opportunities, medical insurance and contributory pension scheme.

### Who should not apply

- ▶ DO NOT APPLY if you like writing test plans and scripts - you won't be doing any of that.
- ▶ DO NOT APPLY if you need someone to tell you what to do - you're in charge.
- ▶ DO NOT APPLY if you can't test without a set of requirements documents - there won't be any.
- ▶ DO NOT APPLY if you are not already resident in the UK with a permit to work here.
- ▶ DO NOT APPLY if you do not meet all our requirements - they are not negotiable.

### Contact us

Please send applications or recommendations to [testmanager@testpartners.co.uk](mailto:testmanager@testpartners.co.uk)

### Recruitment Agencies

We use two recruitment agencies and are not looking to add to our roster. You are welcome to submit speculative CVs based on



## Important skills and values

- You know the difference between a remote desktop, a VDI session, a XenApp desktop, a terminal server session, a non-persistent VM and a local desktop.
- You know how to convince a rock-star developer about a possible improvement in the software and have him buy you a drink afterwards.
- You can deploy a native Czech Terminal Server in a Japanese Active Directory and will try to link it to a German Exchange server and link our software on it to the DB2 db running on Linux using an ODBC driver.
- You don't believe everything that you see.
- You can build an environment to test our software on every major ICA client, RDP client, PCOIP client on every consumer OS in a in a single and dual monitor setup.
- You know how to test interfaces and the integration of features between various systems.
- People believe you when you tell them that a piece of software is OK.
- You test on Vista when a developer tells you that a feature is ready to ship because he has already tested it on Windows 8.
- You convince the team to add very subtle changes that make our software much easier to use.
- You think that verifying the expected output of software is more important than verifying double spaces in UI.
- You can make a developer feel ashamed when it takes two mouse clicks to crash a piece of their code but he thanks you for helping him finding this crash.
- You can train co-workers on any feature in the software and provide them with an instant test setup example.
- You test everything in your life, your new telephone, your new car, a piece of code and the quickest route to your new job.

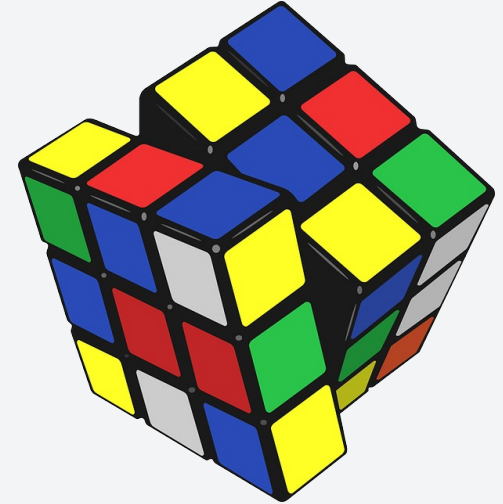
## R&D Values

At RES R&D we take our values seriously. When you become our new colleague, you can find yourself in these values for 100% and you will not only act on them but you will spread them when needed and where possible.

- **Trust, Respect and Integrity:** You have faith in your team members and you have the courage to go one

# SELECTION

- The process: how, what and who?
- Resume
- Challenge
  - Let them write why they fit your profile
  - Have them solve a challenge online to prove they have some skills
  - Put a serious note in the last line to see if they read your profile critically and fully
- ...







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# Careers

## How we hire testers?

**We want to make "Moolya Software Testing Private Limited" a dream company for aspiring good testers.**

We have extreme high ambitions in testing and we would prefer to work with similar people. We practice not calling testers as "resources" and treat them as how we would treat ourselves.

Many testers who have applied so far don't appear to have read this page in detail to understand our hiring process. Thankfully, we understand how they would read, analyze and process information given to them by the way they apply.

### Entry Level Testers

You got coached by some XYZ institute who might have given you a certificate that you know testing. We don't want that. We need demonstrable skills. Pick up any open source project from <http://sf.net>, test it, and send us your test report with your name and contact number.

We won't be asking you the questions that are found on some interviews website or terminology, so don't spend time referring to such websites if you are serious about joining us. Spend time bettering your testing skills.

### Experienced Testers

You could have lots of years of experience and we'd be delighted to see how good it has helped you. Please test a project from <http://sf.net> and send us your test report along with your name, contact number and an e-mail ID. If you want to tell us that you are an excellent bug hunter, test automation specialist or whatever tool expertise you have, please consider demonstrating that through the project you are testing.

If your test report interests us, we would ask you to send us your CV / resume and we will provide you with a testing challenge. Once you send in your entry to the testing challenge, we would invite you for an interview which again could be hands on. It really doesn't matter if you are certified by the biggest certification board. What matters to us is that you clear our interviews.

### Hopping from non-IT to testing?

We'd like to encourage anyone who has a passion to test to join us. You could have been working in a Tech Support or a BPO. You could have been repairing electronic

## HOT OPENINGS

### Calling Business Development Monks

Here is the startup challenge you would love to take on. We are looking for people who have been there done that and who want to go beyond and do more than what they have done. Developing domestic / international markets? Working on Branding? PR perhaps? How about leadership events? All these are the areas (but not limited to) that you will be working on. We would love to discuss how you can help us and how Moolya can help you. Call us today or send mail to [careers@moolya.com](mailto:careers@moolya.com)

If you do not have experience, we offer apprentice positions as well. Apply today.

E-mail your skill profile to [careers@moolya.com](mailto:careers@moolya.com)

### Calling Fresh Minds

It's always helpful having fresh minds on the team. Moolya is the place if you want to start your career in testing, work with some of the coolest testers from India and develop your testing skills.

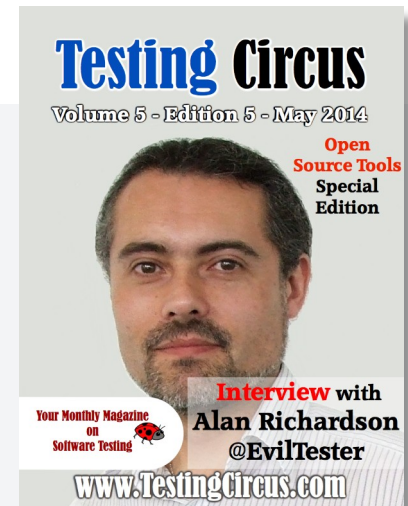
Write to us today to know more about life at Moolya and how we support you in becoming a great tester.

E-mail us at [careers@moolya.com](mailto:careers@moolya.com)

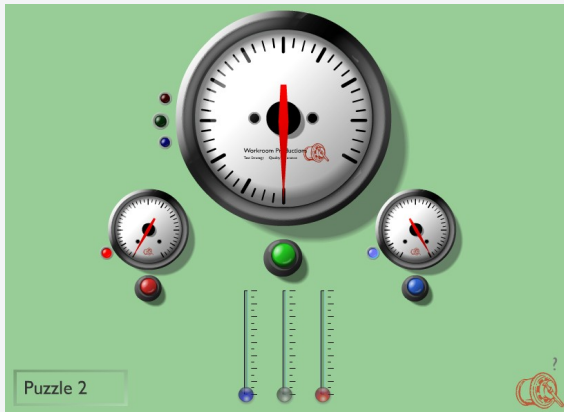
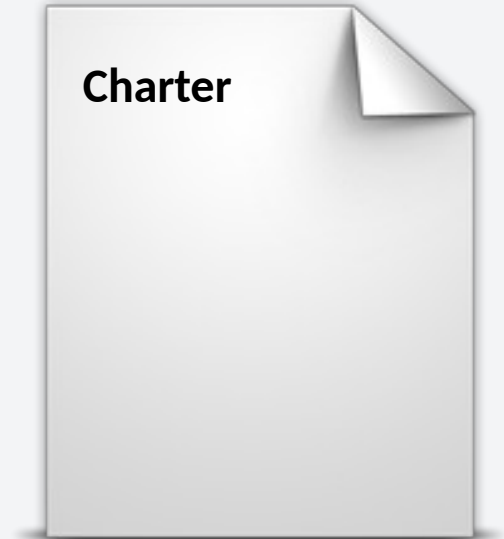
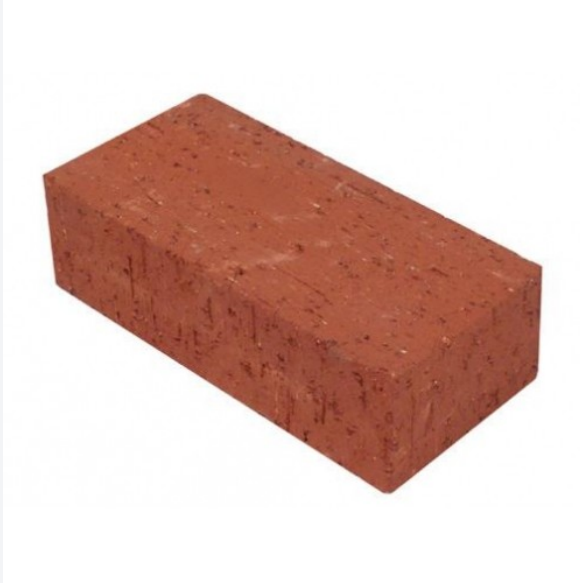
# THE INTERVIEW

1. Get the candidate to practice what they preach
  - Looking for a test manager? Let them create, present and defend a test strategy
  - Looking for a tester? Let them test!
2. Search for “evidence”, ask questions like:
  - “How would you solve ...”
  - “Give me an example of ...”
3. Ask “How do you learn?”
4. Let them meet the team and get to know the organisation

Primarily, I look for people who can test. So I sit them down in front of an application and have them test it. Explaining their thought processes so I can build a model of their strengths and weaknesses and can identify how much support they need if they join the organization.



# SOME IDEAS TO TEST THE CANDIDATE



# IKEA job interview



CANARY PETE



# 18 HEURISTICS FOR RECOGNIZING PROFESSIONAL TESTERS

1. Have paradigm of testing & can explain approach
2. Love what they do & are passionate about craft
3. Consider context first and continuously
4. Consider testing a human activity to solve complex problems
5. Know that SW development and testing is a team sport
6. Know that things can be different

# 18 HEURISTICS FOR RECOGNIZING PROFESSIONAL TESTERS

7. Ask questions before doing anything
8. Use diversified approaches
9. Know that estimation is more like negotiation
10. Use test cases and test documentation wisely
11. Continuously study their craft
12. Have courage and refuse to do bad work

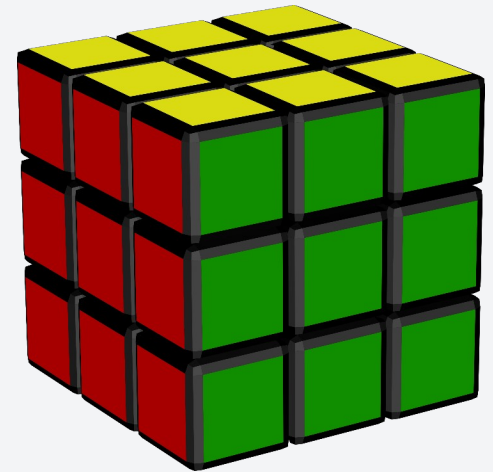
# 18 HEURISTICS FOR RECOGNIZING PROFESSIONAL TESTERS

- 13. Are curious and like to learn new things
- 14. Have important interpersonal skills
- 15. Have excellent testing skills
- 16. Have sufficient technical skills
- 17. Do not fear to learn & are not afraid to make mistakes
- 18. Happy and willing to share their knowledge

# LOOKING FOR A SHEEP WITH 18 LEGS?

- No... that is why I call them heuristics
- Some may help you, some may not apply

What problem you are trying to solve?



# REFERENCES & MORE INFO

**Book: Hiring Geeks That Fit – Johanna Rothman**

**Heuristics for recognizing professional testers**

<http://www.huibschool.nl/wordpress/?p=1666>

**Recruiting Software Testers by Cem Kaner**

[http://www.testingeducation.org/BBST/foundations/Kaner\\_JobsRev6.pdf](http://www.testingeducation.org/BBST/foundations/Kaner_JobsRev6.pdf)

**TestBash 99 second talks: Don't be so bloody vague - Anna Baik (Starting at 25**

<http://www.ministryoftesting.com/2014/04/testbash-3-video-99-second-talks/>

**Blog post Thomas Ponnet: writing job description for testers (part I and II)** <http://observanttester.blogspot.nl/2011/02/writing-job-description-for-tester-part.html>

**Blog post Ralph van Roosmalen – Technical Recruiting at RES Software**

<http://blog.ressoftware.com/index.php/2014/04/25/technical-recruiting-res-software/>

**Rex Black & Michael Bolton: irrelevant interview questions?** [https://www.facebook.com/permalink.php?story\\_fbid=10151920630645073&id=111442000072](https://www.facebook.com/permalink.php?story_fbid=10151920630645073&id=111442000072)

**A tester's syllabus by James Bach**

<http://www.satisfice.com/images/testsyllabus.pdf>

**Book: Are Your Lights On? How to Figure Out What the Problem Really Is – J. Weinberg & D. Gause**





# CONTACTS

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<http://www.improveqs.nl>

# Q&A

Questions?





# Thank you