

## QA Tester and Technical Writer

### Kofax Products and Consulting Services

| Employment Type   | Location         | Compensation | Travel | Requirements   |
|---|------------------|--------------|--------|--|
| 4 months contract<br><i>with the potential of full-time employment dependent on future need and performance</i> | Downtown Toronto | Salary       | < 10 % | English speaking;<br>Authorization to work in Canada |

### Your Responsibilities

This position combines the responsibilities of our **QA Tester** and **Technical Writer** roles. Your daily tasks:

- Perform software tests, document outcomes and work with the developer team to get defects fixed.
- Create test cases and definitions of done based on requirements documentation and/or existing reference implementations.
- Define uniform smoke test procedures to be conducted by developers as well as testing guidelines for specific Kofax products.
- Assist project managers with writing up requirements and user stories for both customer-facing and internal documents.
- Guide a customer's acceptance testing by evaluating discovered defects, working with developers to find resolutions and communicating back to the customer.
- Be part of development activities - being on the lookout for lessons learned and best practices to be documented in our internal knowledge base.
- Attend developer meetings and ensure customizations are documented and information about customers' IT environments is recorded.
- Manage our internal KB (Confluence) and keep our systems of record organized and up to date; work on a backlog of items to be documented.
- Conduct end-user training for Kofax products.
- Identify potential opportunities for upselling.

### Your Profile

- You are passionate about software testing, i.e. you truly enjoy trying to break features and are good at anticipating potential problem scenarios.
- You can take a user's perspective when needed.
- You can organize test cases in a systematic and structured way to achieve full coverage.

### CDIT Application Process



#### To be successful at this stage:

- Your resume clearly addresses the responsibilities and requirements. Put yourself in our shoes and tell us about your accomplishments that would indicate success in this role.
- Your cover letter/video shows that you are able to communicate in a professional manner while being highly analytical and structured.
- Pick one of your favorite personal-use software products (e.g. Google Mail, Facebook) and describe two defects you noticed in that software (including reproduction steps etc.) Don't copy & paste known bugs.

Interested? Apply with your resume and cover letter/video at [cdit.com/apply](http://cdit.com/apply)

- You are cognizant of how you phrase things, pay attention to the details and think about how other people will perceive your writing.
- You like to document for the purpose of increased future effectiveness and efficiency.
- You identify and challenge assumptions.
- You excel at learning new software quickly and often have an intuitive knowledge about how product features work.
- You are a ninja with mouse and keyboard, working fast and with high precision.
- You would like to lead efforts to optimize and streamline our QA and testing processes at CDIT.
- You understand the need to document well.
- You are not afraid to speak up in team meetings and able to communicate your ideas.
- Ideally, 1-4 years in a tester or writer role OR a relevant university degree with co-op/internships. Salary will depend on experience.
- **Bonus points** if
  - ... you previously worked in tester or writer roles.
  - ... you have prior experience with Kofax products or other BPM and RPA solutions.
  - ... you have experience working in a small-sized consulting company.
  - ... you also have Agile/Scrum experience (not a requirement though, just a nice-to-have).
- You lean into challenges and feel motivated by the highly energetic environment that comes with the consulting business. **CDIT is intensely driven by customer needs.**
- Being a small-sized consulting company, we have a uniquely fast-paced environment at CDIT. **Reflect whether this is the environment that you see yourself thriving in. Time management skills are essential at CDIT.**

## About CDIT

- **Who are we?**  
 We are a small professional services team based right in the center of Downtown Toronto. CDIT has been delivering expertise and excellence around **Kofax products** for 25 years. Our enterprise customer base consists mainly of financial services companies and government/regulatory organizations across Canada. We are a big fan of multidisciplinary roles and as such our project team members wear the following hats: Account

Manager, Business Analyst/Project Manager, Implementation Specialist, Developer, QA Tester. Currently, we are looking for a **dedicated QA Tester and Technical Writer** to expand our team. The clear goal is for you to become the go-to tester and documenter at CDIT.

- **What do we do?**

Our customers love our expertise around Kofax products (<https://www.kofax.com/>). Kofax is a long-standing industry leader in the enterprise software market around process automation. Our consulting activities are centered around Kofax solutions for Document Imaging Workflows, Business Process Management and Robotic Process Automation (RPA); namely Kofax KTA, Kofax Kapow RPA, Kofax Capture and Kofax Transformation Modules. For this newly created position at CDIT, we are looking for an individual setting out to consistently deliver high-quality correspondence and reliable testing. If you read until here, use "CDIT's HERO" in the subject line of your cover letter or video. It signals to us that you are truly interested.

- **What do we value?**

- + A strong work ethic and commitment to goals.
- + A passion to give a 100% for customers resulting in a consistently great CX.
- + Analytical yet creative minds and fresh ideas.

## Benefits

- Young and dynamic team as well as experienced leaders.
- Personal coaching and feedback on your progress by senior leadership and peers.
- Small company giving you the ability to experiment. We are very open to new and better ways of doing things.
- Opportunity to drive automation initiatives for many of our large Canadian customers.
- Learning and development opportunities (including certifications, especially Kofax related)
- Located in the heart of Toronto (St. Patrick Station)
- Very modern toolchain: Slack, Zoom Meeting, Jira & Confluence (coming), Google Docs/Sheets, Airtable
- Personal Trainer/Gym in the building (with discount for CDIT employees)
- Starbucks coming to the building soon



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