Internship Role Description

Technical Tester and Writer

Who we are

Communiteer is a social enterprise with a mission to use technology to connect, engage and mobilise volunteers to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, not-for-profit organisations and volunteers together to do more good. Our civic engagement technology is based on a crowdsourcing approach: think of us as 'LinkedIn and Airtasker combined, for social good'.

We're a fast-moving, for-purpose start-up that constantly innovates to empower people to make a difference. Our team consists of passionate people with different skills and cultural backgrounds, and we recognise the strength in diversity. We are values-driven, pragmatic and determined people who practice what we preach! We care deeply about other people, the community, and the environment we live in.

After formulating our 5-year strategic plan and settling our first round of external funding, we now have a clear focus for the next 18 months and the resources to get there. Our immediate priorities will be to refine our existing product and services, and the systems and processes that support them, in order to reach critical mass.

The Role

This role is a key function to ensuring our platform provides a great experience for our users. Mentored by the Product Manager, you will work closely with your colleagues in the Product team, in our product development process, and be involved in writing technical communications to internal stakeholders. You will gain a wealth of workplace experience in participating in the ins and outs of how a Product team runs within a tech company.

We're seeking a detail-oriented person who can approach testing in a pragmatic and user-centric way. This is a unique and exciting opportunity to apply your technical skills whilst building a purposeful career. You will be able to put your own stamp on how Communiteer communicates and releases improvements to our social impact platform.

Relationships

- Reports to: Product Manager
- Supports: UX Researcher, UI Designer, Technical Tester and Writers
- Works with: Solutions Architect, Developers, Marketing and Content Team Leader
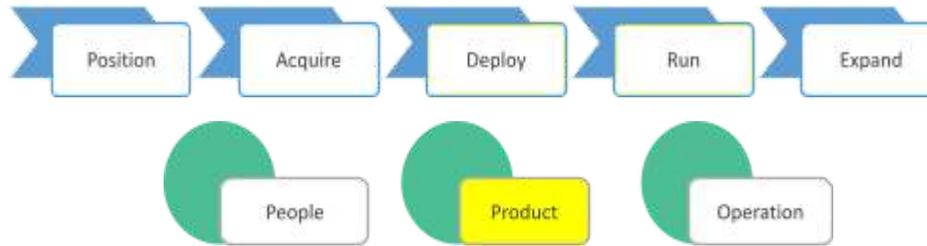
Responsibilities

- Co-create and execute the test strategy;
- Follow all processes in place for verification testing;
- Create, execute, manage and report on test cases in Jira;
- Identify and update any gaps in test and regression scripts by reviewing post implementation issues;
- Write technical documentation, such as release notes and updating the Wiki;
- Work with Product team members to communicate updates to the platform;
- Provide insights and feedback on other areas of CT to improve user experience;
- Any other work-related activities as directed by the Product Manager.

Selection criteria

- Values alignment with CT (Agency, Equality, Humanity, Integrity, Solidarity);
- Passionate about building and improving a social impact platform;
- Currently studying or have recently completed studies in Information Technology, Information Systems or similar;
- Prior experience with Jira preferred;
- A flexible/adaptable approach to change and support others to do the same;
- Both spoken and written communication skills with experience of adapting your style and approach to the audience and message to be delivered.

Key performance indicators

- Communicate test plans and results effectively;
- Create and maintain technical communication artefacts effectively and efficiently;
- Meet quarterly objectives as an individual and as part of the team;
- Support your colleagues in communicating their goals internally and externally;
- Reinforce a strong culture of user-centred delivery and teamwork.

Internship Program Overview

Communiteer internships are a one-of-a-kind experience, highly rewarding to those who give it their all.

Our most important asset is our people. Being a purpose-led organisation with a young workforce, we have a supportive tight-knit culture that comes from the passion in doing something greater for the world. Being a values-driven team, determined to practice what we preach, we run both external and internal campaigns to act on our care about people, the community and the environment we live in.

As we are currently in a transition phase from start-up to SME, we move fast, and our interns are absolutely part of that journey. We know that this journey isn't for everyone, thus at one-third of the way into every internship, we will check in to ensure there is a good mutual fit between us.

What do you give –> What do you get?

Successful completion of the internship	**Pathway to employment** A reference from us to improve your employability & potential career opportunities at Communiteer
Application of technical skills	**Development of technical skills** An internal expert or external mentor to guide you professionally
Engage in the workplace culture, including commitment to minimum at-office hours	**Development of soft skills** Structured education, ie. group workshops and 1-on-1 sessions on 'how' to work and be the owner of your scope of work with real impact
Willingness to learn and immerse yourself in your team	**Swift and structured induction month** 1-week induction schedule followed by 2-3 weeks of shadowing and functional work, with progressive responsibilities allowing you to prove yourself and achieve according to your ambition
Transparent communication about your progress, to what extent this internship is prioritised in your schedule and whether it aligns with your goals	**Mutual relationship of being taken seriously** Resources invested for your success & genuine respect given to you from day 1 as the owner of your role
Fail fast, fail often approach	**Upfront and constructive feedback** Honest observations and assessment on how you are doing, what your strengths and weaknesses are
Hunger and curiosity for more, a go-getter attitude	**Richer opportunities** Referrals and direct introductions to our connections & entry to more opportunities within your team and across the organisation