

Test Systems Engineer

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Company: Amadeus

Location: Bogotá

Category: computer-and-mathematical

Job Title

Test Systems Engineer

Platform eXcellence, Test Systems & Customers (XTC) organization provides test system services and support to both the Engineering Community & external customers, on complex cross-division and cross-site projects.

Test & Platform Services (TPS) department, a subpart of XTC, provides functional and technical support for all test systems: Customer Facing Test Systems (CFTS), training system (SKL) and Internal Test Systems (ITS). The TPS teams handle incidents and problems, do the functional and response time monitoring, but also configuration change requests on all Test Systems.

Summary of the role:

In this position, you will be part of the global Test Systems Engineer Team. Based in Bogota, you will have to learn and understand about most of Amadeus application functionalities, and their architecture/dependencies, to perform investigations on any type of functional issue.

Your main goal is to offer the best possible customer experience on Amadeus Systems (various technics like proactive monitoring, problem management, continuous improvement, etc.).

You needs good troubleshooting and investigation capabilities. Technical understanding is also a must have to properly drive recoveries.

In a DevOps spirit, you are capable of coordinating parallel investigations with

various experts (DEV, PDA, SRE, BU, etc.), and eventually running direct recovery actions.

In this role you'll:

Technical/Functional Excellence

Provide functional support and perform first level of investigation for customer functional staff

Acknowledge, investigate and recover incidents within service level agreements

Handle external customer's questions concerning Amadeus Products and Solutions

Proactive Incident Management: Monitoring functional services and products to detect issue, raise alert, and ensure quick service recovery, in synchronization with operational services, so that we meet our SLAs/OLAs

Monitor response time metrics of main functional services and products to detect performance degradation, raise alert and ensure service recovery, by being in contact with the various subject matter experts (DEV, PDA, SRE, etc.)

Identify issues, source the necessary information to perform analysis, assess impact and criticality and draw reasonable conclusions.

Summarize and provide regular status with accurate information during Incident management process.

Follow-up issues spotted through internal functional monitoring, and trigger actions to ensure usability and stability of the products.

Problem Management: analyze or coordinate analysis of the root-cause of major issues, liaising with development teams. Ensure long-term resolution, in order to avoid the same issue from re-happening again.

Responsible for the monitoring of the software quality KPIs (functional usability, but also operational criteria and response time)

Identify and measure key performance indicators to evaluate system stability and

process compliance of various applications.

Design and develop automated functional test case scripts.

Ensure proper application monitoring to guarantee the service level agreements on the test systems, in the transition from the legacy infrastructure to the Cloud

Ensure systems are maintained to agreed standards and all relevant configurations are documented/preserved.

Methodology & Knowledge sharing

For experienced profiles, coach / mentor less experienced team members on any team's skills or knowledge

Understand current incident classification and prioritization criteria

Be familiar with ITIL process

Project contribution (active participation, consulting)

Communications skills

Demonstrate excellent written and verbal communications skills, as well as excellent listening skills, both with external and internal customers

About the ideal candidate:

Accountability: Takes responsibility for achieving results that have a clear positive impact on business performance, owning resolution of obstacles

Change Management: Discusses needed change with a view to the future, creates commitment and enthusiasm towards the goal and actively anticipates / manages resistance.

Customer Focus: Can apply to external or internal customers. Focuses on the best interest of the customer and Amadeus to create profitable, long-term business partnerships. Bases operational decisions on customer and business needs.

Flexibility: Monitors performance and adapts plans / approach according to others' needs, changes of context or altered circumstances

Multi-cultural approach: Works effectively with people from different backgrounds / cultures to accomplish business objectives, valuing and gaining benefit from the diversity of ideas / perspectives in a multi-cultural environment.

Proactivity: Initiates and leads new approaches without needing to be told to do so and proactively addresses risks

Professional Skills (Business & Support)

Business needs and IT solutions connection: Ability to understand a business need from a customer or from a business analysis and to analyze how existing or new Amadeus IT solutions can fulfill these business opportunities.

Professional Skills (Methods & Processes)

Investigation: Ability to investigate functional issues, using all provided tooling, application logs, understanding of the functional flows and if required, seek for internal or external expertise on the related functional domain.

Analysis: Provide proper evidences to stakeholders to accelerate incident resolution and recover functional services, but also perform root cause analysis in a second step.

Project Management Fundamentals: Knowledge of the different aspects of a project and how they are applied in Amadeus:

Project organization

Project Initiation

Planning, estimating and scheduling

Executing

Monitoring and controlling

Risk management

Project closing

Requirement Management: Ability to document, analyze, trace, prioritize and agree on requirements and then control change and communicate to relevant stakeholders

Fundamental QA (Quality Assurance) Skills

An understanding of software QA methodologies, tools, and processes

Knowledge of SQL and scripting

Working experience in software development and software quality assurance, with a solid understanding of QA Testing Environments and Software Development Life Cycles
Knowledge of and ability to work with various QA / Testing tools and technologies (ex: Azure DevOps, SOAP UI, HP ALM/Octane, JIRA etc.)

Hands-on experience with Test Automation tool(s): ability to code automated tests using one or more automation tools (ex: Selenium, robot framework)

Perform Manual and Automated Testing

Knowledge of various types of software applications (i.e. back-end applications, Web Applications, Windows-based applications, Web Services, Mobile applications, etc...)

Ability to define a test strategy and create Test Plans

Ability to do the risk assessment and set priorities

Experience with Agile Development Process

Fundamental Programming skills (nice-to-have)

Knowledge in Python programming

Knowledge in Linux or Ansible programming

Education

Engineering Diploma or equivalent

What we can offer you:

Get rewarded with competitive remuneration, individual and company annual bonus, vacation and holiday paid time off, health insurances and other competitive benefits.

Work from anywhere: onsite, hybrid or fully remote.

Professional development to broaden your knowledge and enhance your skills with on-line learning hubs packed with technical and soft skills training that allow you to develop and grow.

Enter a diverse and inclusive workplace, join one of the world's top travel technology companies and take on a role that impacts millions of travelers around the globe.

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