Senior Quality Assurance & Tech Support Specialist
Botswana / Permanent Full Time

Millions of people worldwide are losing their sight unnecessarily. Join a mission-driven, award-winning team who are intent on changing this.

The Role

You’ll be joining our Training & Support team to deliver quality local testing and support services. Our goal is to deliver high quality software and accessible responsive support to our partners so that they can run impactful eye health programmes globally.

The Senior Quality Assurance & Tech Support Specialist’s primary role is one of software quality assurance through manual testing, and 2nd line partner support. The role ensures our partners receive our software in its best quality so that they can continue their work reaching those hardest to reach to connect them to services.
This role will aim to improve local testing techniques by encouraging efficiency in testing and the adoption of good testing practices. As well as working with members of the Training & Support team, this role will work with developers and colleagues from other teams to improve the strength and efficiency of our delivery process.

**Responsibilities and Attributes**

The key responsibilities of the role are:

- Maintain expertise in all Peek software and ensure quality and efficiency of local testing and support.
- Providing product guidance and advanced admin training to colleagues and partners.
- Provide effective and timely second-line customer technical support, including technical support for the launch of global Peek programmes, and supporting relationships with our partner’s technical teams in-country.
- Design and execute manual software tests.
- Encourage and assist the Training & Support team to resolve blockers to team productivity and testing effectively and supporting the Software Trainers.
- Maintain Knowledge Base in Jira Software.

The key attributes:

- Extensive experience in a software quality assurance role.
- A desire to encourage and help others to improve their QA skills and work efficiently as a team.
- Experience in making efficiency improvements to processes.
- Self starter with an excellent work ethic.
- Able to work independently and under pressure, while multitasking and prioritising workload when necessary.
- Good written and verbal communication skills
- Fluent in English, both spoken and written.

Advantageous attributes:

- Experience of automated end-to-end testing or other software development, preferable.
- Technical expertise in second-line support
- Experience of public health or eye health programmes an advantage.

**Location** - Gaborone, Botswana

**Travel** - Local travel only, with a likely annual offsite which may be overseas.
www.peekvision.org

About Peek

Poor vision and blindness are the world’s most neglected disabilities. Millions of people worldwide are held back because they don’t live near eye health facilities or can’t access treatment. Most people affected by blindness and poor eyesight live in low- and middle-income countries, and young people, older people and women carry the greatest burden.

Peek Vision is a social enterprise which develops evidence-based smartphone tools to improve access to eye care. We develop software, hardware and data visualisations to help health services sustainably improve access to eye care. Peek is developing these systems with its partners to reach the people who most need access to eye care in low- and middle-income countries.

Peek is an impact-driven organisation, always focused on the people and communities who can benefit the most from improved eye care. We have offices in Botswana, Kenya and the UK, and our team works with partners across the world to bring better vision and health to everybody. To find out more, visit www.peekvision.org.

Peek Solutions

Peek Capture is a smartphone app that allows non-specialists - such as teachers and community health workers - to conduct vision screening and eye health surveys in homes, communities and schools. It integrates the visual acuity check from our award-winning Peek Acuity Android App, allowing anyone to check visual acuity using a smartphone.

Peek Admin is a web platform that displays the real-time data entered in Capture, allowing healthcare providers to understand where the need is greatest and how to improve services.

They are used to power our two main offers:

Peek for School and Community Eye Health Programmes
We use Peek Capture to help eye health providers reach communities and join up local services, while data from Peek Admin helps ensure those who need treatment are reached. We offer our public health expertise to adapt the solutions to local needs and help partners analyse the data for iterative improvement.

We have supported eye health programmes in Pakistan, India, Zimbabwe, Kenya and Botswana with more set to launch in Uganda, Ethiopia and Tanzania.

Peek for RAAB7
RAAB (Rapid Assessment of Avoidable Blindness) is a rapid survey methodology developed at ICEH (International Centre for Eye Health) to identify the prevalence of eye health issues in a given population. Identifying population need is the first step to advocating for and designing impactful programmes.
To apply, please email your CV and cover letter to recruitment@peekvision.org by 15th February, clearly stating the job title in the subject line of your email.

Peek is an equal opportunity employer. Peek will not discriminate and will take measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant on the bases of age, disability, gender, marital status, parenthood, race, religion or belief, sex, sexual orientation, or any other factor which may be deemed discriminatory. Further the diversity of our team is important and crucial to our impact and we seek to ensure our team has affinities or links to the communities where we are most active.