



Product QA Tester - Melomania

We are Cambridge Audio - Music Lovers on a Mission.

We are fun-loving, performance-focused and determined to make Cambridge Audio the most talked-about British audio brand the world has ever seen. Privately owned, with 50+ years of heritage behind us, but a modern fresh take on how we do things, we are far from corporate.

We're expanding, and we need people who share our vision and want to be part of something special. This is more than just a job.

Overview

We have an exciting opportunity for someone seeking to join our fast-paced and innovative, music-loving organisation, focused on the headphones side of our business, Melomania.

We're looking for a Quality Assurance (QA) tester with experience in consumer electronics with an outstanding level of attention to detail, and a fanatical determination to leave no stone unturned. This is a key role, reporting into the Melomania Business Manager, where you'll be responsible for planning and carrying out the QA testing for all Melomania product developments. You will also use the in-depth understanding you gain through product testing to provide expert knowledge to the customer support team, and to create FAQs and troubleshooting guides. This is a role for someone ambitious, who genuinely loves audio products, and is willing to adapt to change.

What you'll do

- Oversee QA for all physical products and companion app releases, ensuring agreed standards are adhered to.
- In line with release schedules, perform QA testing on new products, new product features and corrected defects/bugs.
- Design, create and maintain test plans for all products in line with agreed specifications.
- Perform regression testing on all software products in line with release schedules.
- Liaise with the Melomania Business Manager to establish testing priorities.
- Work closely with development team, technology partners and ODMs to ensure successful product development outcomes.
- Create and maintain any relevant QA documentation as required.
- Raise hardware and software defects and provide the development team with clear and accurate worked examples of fault replication with relevant supporting documentation.
- Create customer support documents including troubleshooting guides and FAQs



- Be the product expert to provide the customer support team with appropriate responses to customer queries and issues.

You and your skills

- Passionate and enthusiastic about music and technology with sound knowledge of both.
- Proven experience of working as a QA Tester in consumer electronics, ideally with audio products.
- Demonstrable experience in developing, and working to, test plans for both hardware and software products.
- Excellent project management and multi-tasking skills; ability to effectively manage project tasks, timelines and communications and adapt well to change.
- Proven experience creating and reviewing copy for customer oriented technical documents.
- Strong communication and interpersonal skills: a collaborative ethos with a can-do attitude and ability to effectively interact with and build strong relationships.
- Excellent written, numerical, and verbal communication skills, in English, with exceptional attention to detail.
- Results-driven mindset and an instinct for striving for product excellence.
- Desire to test new ideas and approaches and deliver best practice case studies.
- Professional and friendly “can-do” attitude.

Cambridge Audio. For People Who Listen.

Poor quality sound systems are everywhere, polluting our world with noise. We're forced to accept bad sound experiences as the norm, which means there are moments in your music, ideas from your favourite artists, that you've never felt in full. That's a crime.

Music is ever present. It shapes who we are. It inspires us, changes us, moves us. We define ourselves through our musical tastes. So why do we let it be demeaned and devalued? Don't we want to hear our music at its best?

Cambridge Audio want to save the world from sh*t sound. We want you to hear your music at it's very best, as the artist intended it to be heard, with nothing added, nothing taken away. That's what we've always wanted because that's what music lovers like us deserve. It's why we're constantly experimenting, solving problems and creating new kit. It's why we've been doing what we do for the last 50 years. It's why we're always trying to make the listening experience better. Pure.

Salary

Negotiable, dependent on experience and ability.



Location - Remote

Although we have offices in central London (complete with bar and live stage for a jam) this role can be based anywhere in the UK, EU or USA.

How to apply

Please email hr@cambridgeaudio.com together with a cover note telling us more about yourself and what excites you about this role, plus your salary expectations.

All applications will be treated in the strictest confidence.