Hello. Thank you for your interest in a part-time job as a Quality Assurance Software Tester for Ultranauts (formerly ULTRA Testing). This document aims to address questions you may have about being a Software Tester for our company (Section One), our Recruitment Process (Section Two), and other recruitment topics (Section Three). We hope you find it useful.

If you have any questions, not addressed in this document, you can email us at recruiting@ultranauts.co

We wish you the best,

The Ultranauts Recruitment Team

ULTRANAUTS Hiring Practices

At Ultranauts we believe the diversity of our software testing teams allows us to deliver exemplary results for our clients. Although we seek to provide work opportunities for individuals on the autism spectrum (e.g., Asperger’s Syndrome), applicants seeking employment with Ultranauts are not required to have an autism diagnosis. In addition, applicants and future employees of the company are in no way obligated to disclose whether or not they are on the autism spectrum.

Ultranauts is committed to creating a diverse work environment and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, genetics, disability, age, or veteran status.
Section One: Software Tester Role

Job Description

Ultranauts is a technology company that provides high quality and highly responsive software testing services through exceptional teams that include neurodivergent individuals. Ultranauts is currently seeking remote (work-from-home) employees in the USA to test software. Work duties include examining websites, smartphone applications and enterprise software, conducting thorough assessments of functionality and design, and writing detailed reports documenting issues discovered during the evaluation process. Software testing experience is not required, but a strong interest in technology and familiarity with different types of software is necessary.

A complete job description can be found here.

Employment

Given the nature of software testing and remote work, coupled with the requirements of our client projects and team culture, we’re looking for a very specific combination of interests, abilities, skills, and experience. Our recruitment process is designed to identify those individuals whom we believe are most likely to succeed as software testers at Ultranauts. This means that not everyone who applies, including many talented and capable individuals, will be a fit for the role.

Candidates who successfully complete the recruitment process will become employees of the company and brought on as part-time software testers. Once hired, the amount of work will depend on the needs of new client projects.

As a result, during some weeks, a part-time employee will have the option to work as many hours as they are able, while during other weeks, there may be little to no work available. As of now, due to the nature of the company, there may be periods of several weeks during which there is no work available. However, we are working hard to increase work availability. We ask that you please note that at this time Ultranauts cannot guarantee a fixed level of weekly income.

Hours of Availability

Testers at Ultranauts must be able to work up to 20 hours in a given week, Monday through Friday, 9 a.m. to 1 p.m. in tester’s time zone, with times/days varying slightly based on project needs. If an applicant does not have the availability to work these hours, and does well on the written test, the applicant’s file will be placed on hold. At this time, nor in the immediate future, do we have
weekend and evening positions available. We have a current policy of not continuing on to the first interview, unless the job candidate is able to work the required hours.

**Time Commitment**

Ultranauts seeks software tester candidates who desire to work with the company for **two years or more** in a long-term, permanent capacity. Ultranauts provides testers educational and vocational growth opportunities based on experience, interest, skills, and performance. Our recruitment process entails several steps, is objective in style, and may include a final paid assessment (training period) and shadowing/mentor trial employment period before candidates may be extended a permanent offer.

Our clients appreciate our cohesive teams, and expect to build long-term, working relationships with our testing staff. While projects may vary in length, clients often return to us for multiple quality assurance testing opportunities because of our highly skilled, experienced, and well trained team.

Since this position is initially part-time, testers sometimes choose to pursue secondary employment or educational goals outside Ultranauts work hours. Providing such work does not conflict with work time or client projects, such endeavors are generally not a conflict of interest.

**Pay Rate**

New part-time software testers are currently paid $17.50 an hour. There is opportunity for advancement within the company, including increase in pay, work hours, and responsibilities.

**Remote Work**

Our Software Testers work remotely. Our headquarters are in New York, but testers can work from home anywhere in the United States. Applicants are not required to travel to an office during the hiring process. **Testers are expected to have high-speed Internet access and a functioning computer in their home that is capable of running multiple web browsers and applications.** If specialized equipment (e.g., smartphones, tablets) is required for working on a project, we will ship the required equipment to testers. Testers do not have to own their own smartphone or enterprise software (software a large company uses).

**Speed Requirements**
Below are the high-speed internet requirements. Part of the screening process includes providing internet speed information. A link to a speed test will be provided to candidates early in the hiring process and candidates will be asked to provide the information.

**Ideal**: Download: 25Mbps+, Upload: 2Mbps+, Latency/Ping: <30ms  
**Acceptable**: Download: 10Mbps+, Upload: 1Mbps+, Latency/Ping: <100ms

Testing Teams and Projects

Testers typically work on projects in teams of 2 to 8, and communicate with team members via Slack, instant messaging, email, and conference calls. Sometimes the work schedule of a project is flexible. There are some projects when testers work with other testers and other times that are more independent, a time when a tester has more individualized hours.

Every project has an Engagement Manager, a leader who is responsible for communicating with clients, assigning tasks to testers, responding to questions, and ensuring the quality of the team’s work. Some seasoned testers are promoted as team leaders to projects. Testers typically work with different managers and testers on different projects. Projects vary in length; some projects take several days, others several weeks, and some continue throughout the year.

Typically, the week before the start of a project, Engagement Managers invite software testers to work on new projects with at least 24 hour notice. In general, most testers are notified a few days prior to most projects. For extensive, long term projects, an Engagement Manager usually provides at least a week’s notification prior to a project. Testers are not obligated to work on every project and can choose to work on projects based on their availability. However, once a tester agrees to work on a particular project, the company expects the employee to be available for the duration of that project.

Section Two: Recruitment Process

Recruitment Team

The Ultranauts Recruitment Team consists of the Senior Job Recruiter, the Vice President of Operations, Recruiters, and sometimes Engagement Managers. The Recruitment Team utilizes specific criteria and/or rubrics to objectively evaluate applicants during the recruitment process. Team members make decisions regarding specific applicants collaboratively.
Recruitment Process

There are two Recruitment Phases.

Phase One commences when an applicant submits all the required application materials, (questionnaire, internet speed time, resume/alternative resume) and ends when a written test is evaluated. Phase One typically takes 2 weeks to complete.

Phase Two commences when the applicant receives an invitation for the first interview. Continuing to the next steps in the phase (second interview, Assessment, Shadow Testing) is not guaranteed, and is based on results of the prior step. First interview through Assessment, if selected, typically takes 8 to 12 weeks to complete.

Applicants are notified by a member of the Recruitment Team at the end of each step of the recruitment process about their status. The steps in Phase One and Phase Two are outlined below:

Phase One
- Online Questionnaire
- Resume or Resume Alternative
- Internet Speed Time
- Written Test

Phase Two
- First Interview
- Second Interview
- Assessment (paid stipend)
- Shadow Testing (paid hourly)

At times it can take several weeks after the second Interview for an applicant to be scheduled for the assessment session. We are working diligently to minimize such occurrences. Applicants are sometimes placed on temporary hold after the first interview, if the upcoming assessment session is filled.

Alternative Resume Summary:

Ultranauts recognizes not all job applicants will have a substantial employment history or traditional resume. In lieu of, or in addition to, a traditional resume (that highlights paid, professional work experience), We welcome applicants to submit
an alternative resume that demonstrates skills, training, volunteer work, self-study, internship, or community involvement.

An Alternative Resume may include the following:

- LinkedIn Profile Page
- A Public Professional Facebook Page
- A 3- to 5-minute YouTube video that showcases a skill or past project
- An online portfolio that showcases a skill or past project
- A private portfolio demonstrating a hobby
- A one-page introductory letter that goes into depth of skills
- A website or blog that hosts an example of work
- An experience resume, similar to a traditional resume, that lists volunteer work, internships, unpaid work, self-studies, education (coursework, online studies) and technical skills (software and hardware knowledge)

To submit an Alternative Resume, please include the shared link or attached document via email.

Shadow Testing Scheduling

Job candidates who successfully complete the weeklong assessment session, and accept the invitation to become a trial employee at Ultranauts, are considered ‘pre-qualified to work for Ultranauts.’ When projects become available, a trial employee will be assigned a shadow testing job and be considered a Shadow Tester.

A Shadow Tester is a paid (trial period) employee who works (remotely) with a seasoned tester. Due to the nature of client projects, software testing start dates for shadow testers will vary. Our goal is to assign all new shadow testers a project and testing partner within 45 days of assessment training completion. This means employment might be delayed after assessment is successfully completed. There are times when shadow testers start projects immediately after their hire date and other times when shadow testers experience delays in project start dates. At this time, because software testing is highly dependent on client projects, including the scope, length, and breadth of a testing project, the initial software testing workload for a new shadow tester is not easy to predict.

Interviews

Ultranauts prides itself in following best interview practices, including incorporating innovative and fair procedures. Interviews are designed with the
assistance of a professional job recruiter who is well read in neurodiversity, and who is neurodivergent herself (Aspergers). The interview format is reviewed and restuctured annually, based on current best practices and direct feedback from job candidates, new employees, and members of the recruitment team. Interviews are carefully structured to be non-competitive and non-comparison based. While it’s impossible to eliminate all subjectivity from an interview, interviews are structured to be highly objective. At no time, during the recruitment process for software testers, are job candidates compared to other job candidates. Interviewers utilize precise interview rubrics and decisions are made based on individual interview scores. Every candidate has the potential to score well during the interview.

During interview procedures, members of the Ultranauts Recruitment Team:

- Avoid company tardiness and rescheduling
- Provide information about the interview process beforehand
- Focus on skills and aptitudes, not on a candidate’s communication style
- Utilize interview rubrics matched with a precise set of questions
- Ask the same interview questions to all software tester candidates
- Ask competency based questions
- Ask questions that match the job description
- Avoid open-ended questions
- Limit social ability questions
- Revisit an interview question when needed
- Explain the next recruitment steps to the job candidate
- Provide opportunity for candidates to provide feedback about the hiring process
- Respond to inquiries and concerns in a timely and professional manner

What types of questions will be asked during the interview?
Candidates that attend the first or second interview can expect to hear questions related to prior work experience, education, self-taught skills, organizational skills, technical skills listed under experience in job description, and similar questions.

How can I prepare for the interview?
The following are a few tips to prepare for the interview:

- Look online for typical interview questions and practice your responses.
- Practice with a trusted friend, colleague, or family member.
- Record your responses and time your responses.
- Playback and listen for words to omit (like, uh, you know).
- Write out a list of your skills.
Spectrum Suite LLC has listed some interview tips here.

What are some basic interview tips?

A few basic interview tips for interviews include:

- Give enough information to cover the question, but avoid giving too much detail.
- Avoid saying only ‘yes’ or ‘no.’ Provide an explanation.
- If you aren’t sure if you provided too much or too little information, ask.

Hiring Process Accommodations

Our interviewers understand neurodiversity and are trained to recognize and avoid biased assumptions. We recognize and value the benefit of employees with differences and unique perspectives. If any accommodations are needed during the recruitment process, we ask candidates to please contact recruiting@ultratesting.us.

Accommodations might include having a professional support person (job coach, vocational counselor, career advisor, mental health professional) attend the interview, requesting a visual, video conference, opting for text responses in lieu of spoken responses. Applicants are not encouraged to bring family members to a scheduled interview, as this action will likely affect the outcome of the interview.

First Interview

Applicants who successfully complete Phase One of the Recruitment Process (completing the questionnaire, submitting internet speed results, and resume/alternative resume, and passing the written test) are invited to a first interview: a 30-minute phone call conducted by a member of the recruiting team who has a direct connection to the Autism Spectrum (is either on the Autism Spectrum or has a relative on the Autism Spectrum). Candidates will be notified ahead of time if more than one interviewer will be present during an interview call.

For this First Interview:

- The interviewer calls the applicant on the phone at a set time. (If applicant would prefer a face-to-face video conference please submit request to recruiting@ultranaunts.co)
- The interviewer provides a brief introduction.
- The interviewer asks if the applicant has any questions about the document ‘Ultranauts Recruitment Overview.’
The interviewer asks a series of questions focused on Ultranauts, software testing, remote work, team work, interests, skills, experience, work availability, and the like. (Technical terminology questions will be asked. Please refer to the job description.) Applicants are encouraged to ask questions at anytime during the interview. Applicants are encouraged to add clarity at the end of the interview to any previous response. Applicants are welcome to email interviewer after the interview, if they would like to add additional information to previous responses. Applicants are welcome to email interviewer after the interview, if they want to explain a response or behavior, e.g., nervousness, frankness. During the interview, applicants may request think time, a question to be repeated, or to skip a question and return to it at a later time. Applicants may ask to have the interview rescheduled (at the start of an interview), if unable to proceed, due to anxiety. For applicants who have challenges with providing full answers, the interviewer will restate and provide prompting to encourage adding detail to responses. For applicants who have a tendency to elaborate and go over the allotted time for a question, the interviewer will provide gentle reminders of time restrictions. We ask that no one, but the interviewer, prompt, guide, or rephrase questions for the applicant during the interview process. This is means for immediate disqualification, unless specific accommodations have been approved.

Applicants or support professionals, who wish to discuss individual needs and accommodations during the interview process, are asked to please contact recruiting@ultratesting.us

Second Interview

Within 7 days, following the first interview, applicants who do not receive a passing score on the first interview will be informed through email, and applicants who passed the first interview will be invited to attend a second interview. Second interviews are over the phone, 45 - 60 minutes in length, with a manager well versed in software quality assurance. Applicants have the option of requesting a face-to-face video conference.

Applicants who attend the second interview can expect some questions similar to those asked in the first interview, as well as more detailed questions about technology, software, and software testing. As stated previously, software testing experience is not required, but a strong interest in technology and familiarity with
different types of software is necessary for the job. Results from the second interview can take up to two weeks, and candidates may follow up with the recruiting team via email at recruiting@ultranauts.co.

Preparing for the Interview(s)

Ultranauts recommends job candidates review software terminology in preparation for the software tester interview(s). General suggestions include familiarity with what software testing involves, familiarity with Ultranauts, examining website content or device applications for functionality and ‘glitches’ (a website already normally utilized, such as banking or shopping), examining website content using different devices or internet browsers (smartphone, Google Chrome), and reviewing general interview tips.

It’s beneficial for a job candidate to demonstrate a passion and interest in technology through direct experience, such as self-taught skills, hobbies or interests, past work experience (independent, volunteer, internship, paid), or educational courses. However, no prior work experience in the field of technology or software testing is required.

Some of the tools Ultranauts currently uses include: Google Drive, JIRA, TestRail, Github, Browserstack. Interviewees are not expected to be familiar with these programs. The tools are listed for information only.

The following are suggestions to prepare for the interview process:

- Analyze a few random websites for user-friendliness by accessing different internet browsers and different devices that are readily available (e.g., computer, tablet, smartphone).
- Research what skills are needed for software testing and make a list about your personal skills, with real life examples of when those skills were applied.
- Browse Ultranauts website and look at media and articles.
- Research software testing on free video tutorials or on online articles.

Software Testing Resources

Some applicants request information on where to find software testing information. The following is a short list of resources recommended by team members at Ultranauts to learn more about testing. These are provided as a resource only and not a requirement in preparing for the interview.
Remote Assessment Session

Applicants who pass the second interview are scheduled (via email) to attend the next available, weeklong, assessment session. Applicants who do not receive a passing score on the second interview will be notified by email within 14 days. (At times there will be delays. Feel free to reach out to us.)

Ultranauts makes every effort to schedule remote assessment sessions 30 to 60 days following an applicant’s second interview. Scheduling of the assessment session is dependent upon several factors, including the number of candidates attending second interviews, the number of qualifying candidates, and the trainers’ work availability. Session dates are offered to applicants based on the date of the initial application, date of second interview, applicant availability, assessment session availability, applicant skills, and needs of upcoming client projects.

The assessment session is a part of the recruitment process: a training time where skills are evaluated by trainers. Qualifying applicants will receive assessment information and instructions the week prior to the assessment period, including specific items to download on a home computer. Assessment might include participants developing detailed scenarios for testing.

The assessment session is entirely remote in nature. The session usually includes 5 applicants and takes place from 11am to 3pm EST. The session is held Monday through Friday. Applicants are paid a stipend for completing the session ($250 for the week).
During assessment, participants are independently evaluated for their ability to demonstrate the skills presented during the week. All participants have the potential to be recommended for hire. The assessment session is not a competition. Final hiring decisions are based on independent skills.

Assessment session participation does not guarantee employment or progression to the next step of the hiring process: shadow testing. A participant who does well during the assessment period is invited to become a trial employee (shadow tester) of Ultranauts. An assessment participant who is not recommended for shadow testing is notified by email.

All assessment participants are informed of their hiring status within 14 days of the last day of the session. A Post-Assessment call is optional for participants who were not recommended for hire. The call is a collaboration time to provide feedback on training and for the assessment participant to contribute insights and ask questions. All participants are invited to fill out a survey about the assessment experience at the end of the assessment.

Ultranauts Office Coordinator will provide paperwork before and after the assessment session. For individuals that are hired, it is important to complete post-assessment paperwork in a timely manner, so the official start date for work, and the induction process, is not delayed.

_All candidates are required to have a background check before starting the assessment session._

**Assessment Stipend Information**

Participants who complete the weeklong assessment are paid a $250 stipend. Payment timeline is based on a 2-week, payroll cycle. Checks are processed and mailed out the 15th of the month and last day of the month. As a general rule, participants can expect the stipend to arrive by postal mail within 30 days following the assessment completion. Payment is in the form of a company check. If you have not received your check after 30 days from concluding assessment, please email Marcelle Ciampi at marcelle@ultranauts.co.

**Induction Process**
New trial software tester employees will be invited to a meeting with the VP of Operations, followed by an onboarding meeting with a member of the Recruitment Team. The call is either a one-on-one phone call or a Google Hangout with a small group of new employees.

New employees receive an Ultranauts gmail account and links and invites to Google Drive induction information, prior to the calls. The induction process includes guidelines for creating a personal employee profile (BioDex), software tester rules and procedures, official company documents, applicant feedback regarding training and recruitment process, an introduction on the community Slack channel, and other job-related topics. Induction process time, during and after the call, counts as paid, hourly work.

Shadow Testing

New Software Testers are assigned a Mentor (Software Tester) during the Shadow Testing period. This step is referred to as ‘Shadow Testing’ because applicants are able to experience a real testing project, working alongside more experienced testers. The shadow testing period can last between 20 and 60 hours and participants are paid by the hour. Depending on the availability of testing projects, the shadow testing period can take up to 90 days to complete.

Once Shadow Testing has been successfully completed, testers advance from probationary status to a permanent status of employment. Testers who do not pass the Shadow Testing Period will be informed of the reasoning behind the decision.

Section Three: Common Topics

Disclosure of Neurodiversity

- Being on the autism spectrum or a similar profile is not a requirement of working at Ultranauts.
- Disclosing a formal diagnosis, suspected diagnosis, or self-diagnosis is not required of any applicant.
- Some individuals feel comfortable disclosing a condition and others do not. Ultranauts leaves this decision to disclose up to each applicant.
- The individual’s personal preference of whether or not to disclose a diagnosis or condition does not affect their hiring status in any way, and all information related to disclosure is kept confidential.
- Benefits of disclosure include the opportunity to discuss medically directed workplace accommodations. Disclosure also allows the interviewer(s) to better grasp feasible interviewing challenges the applicant might have.
- Members of the Ultranauts Recruitment Team do not assume an applicant is neurodivergent.
Recruitment Decisions

When an applicant does not progress from one step in the recruitment process to the next, we do not provide detailed explanations regarding the basis of our decisions. That said, there are several factors that commonly contribute to an applicant not progressing through the recruitment process, including:

- Not submitting a resume/resume alternative
- Not submitting, or not meeting, internet speed requirements
- A resume/resume alternative that does not reflect attributes, skills, or interests that reflect technology interest or experience
- Lack of availability and/or flexibility in scheduling work hours
- Lack of technology experience or interest in technology
- Lack of experience working as a part of a team or working remotely
- Inability to provide a clear picture of experience and skills
- Frequent grammatical errors in the application materials
- Frequent delays in responding to email communication
- Lack of general follow through
- Low test score or unclear responses on the written test
- Low rubric score on first interview or second interview
- Not meeting the expected requirements of assessment session
- Not meeting the expected requirements of shadow testing

Not Passing Assessment

An assessment period is part of the recruitment process and participating in an assessment session does not guarantee that an applicant will be invited to proceed to shadow testing. While we appreciate that applicants who complete a session will have dedicated a significant amount of time and effort to the recruitment process, we are looking to recruit candidates that are the best fit for our teams and company. If an applicant is not offered employment, benefits of completing training include a $250 stipend and software testing training that can be listed on the applicant’s future resume.

Reapplying

After 18 months, individuals who have failed at any point during the recruitment process, are welcome to re-apply. Individuals who do not pass the recruitment process may desire to pursue additional education or experience. Occasionally, we do place an applicant’s file on hold for future consideration, in which case the applicant will be notified as such.

Resources for Job Seekers on The Autism Spectrum
Ultranauts, in collaboration with Spectrum Suite LLC, has developed a comprehensive resource list for job seekers and employers that includes information on job boards, autism and work related articles, support organizations, books, and more.

**Computer Programming Skills**

While computer programming skills are preferred and an indication of one's interest in technology and familiarity with computers, programming skills are not required for applying to work at Ultranauts. Ultranauts' testers confirm functionality of websites and standalone applications (on desktop/laptop and/or mobile devices).

**General Questions**

If you have any questions or need clarification at anytime during the recruitment process, please contact our Recruitment Team at recruiting@ultranauts.co.

**Closing**

We understand that our recruitment process is time intensive and involves periods of waiting, and that job searches, by their very nature, can be stressful. With this in mind, we strive to keep applicants informed of their recruitment status at every step of the process, respond promptly to inquiries, and follow through on our commitments. If at any point we are slow to respond to an inquiry, please know that we are doing the best we can and feel free to reach out to the Recruitment Team. If an applicant is experiencing excessive stress or confusion from the hiring process, or needs to request accommodations, please contact recruiting@ultranauts.co.

Thank you for considering Ultranauts. Learn more about our mission.

**Last updated 12.17.2019**