

# **JOB DESCRIPTION**

**POSITION:**               **QUALITY ASSURANCE ANALYST**  
**REPORTS TO:**  
**CLASSIFICATION:**   **EXEMPT**  
**REVISION DATE:**

## **POSITION DESCRIPTION**

The Quality Assurance Analyst is responsible for application testing and ongoing support. This role will support the organization by analyzing requirements and designing corresponding test cases for applications. The Quality Assurance Analyst will also assist by providing input involving designing computer systems; recommending system controls and protocols; and assuring overall quality control. In addition to being accountable to direct line Management, the Quality Assurance Analyst will be accountable to and take direction from the VP of Technology.

## **ESSENTIAL DUTIES/RESPONSIBILITIES**

- Works with developers and business analysts to assist with QA deliverables including test strategies, test plans, test scenarios, and test cases for all phases of testing using industry standard testing methods and procedures.
- Works closely with developers, subject matter experts and stakeholders to improve overall quality of applications by managing testing, identifying defects, and implementing continuous improvement processes and tools across application development.
- Evaluates existing testing procedures and recommends changes as needed along with application suggestions based on testing and feedback.
- Participates in daily scrums using agile practices to communicate clearly on incremental progress and to inform the team of any help needed on impediments or roadblocks and suggests timely remedies for common issues during retrospectives.
- Creates detailed documentation of functional, system (non-functional), user and reporting test cases and outcomes.
- Assists with research and analysis for new or improved applications or systems.
- Assists with maintenance support on new or existing programs or systems.
- Assists with technical assistance and application support to staff.
- Provides training to staff as necessary.
- Coordinates with vendors for product evaluations.
- Assists with maintaining a system enhancement request database and coordinates the related application enhancement release schedule.
- Provides functional, user acceptance, and regression testing as part of project implementation.
- Supports quality assurance and control efforts using data analysis as part of pre- and post-implementation reviews for software development projects.
- Provides after hours, weekend and holiday support if required.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Previous experience in Quality Assurance in IT departments
- System testing and test case development
- Ability to develop clear documentation.
- Advanced skills at application support and troubleshooting.
- Exceptional organizational skills and ability to handle large projects.
- Ability to communicate about projects effectively with technical and non-technical audiences.
- Advanced skills in business intelligence, data visualization, Microsoft Office 365, MS Visio, SharePoint, and SQL.
- Demonstrated proficiency in computer system analysis, design, and integration.
- Knowledge working with Cloud based applications.
- Ability to work in a fast-paced agile environment.

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in Computer Science, Information Technology or related technical discipline or equivalent combination of education and experience.
- Minimum 5 years' experience as a business systems analyst.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position requires sitting for extended periods of time. Occasionally requires standing, squatting, reaching, and bending. Requires ability to receive information through oral communication both in-person and on telephone. Manual dexterity needed for using computer keyboard. Must have adequate vision to operate computer and complete paperwork. Occasional lifting of up to 25 pounds.

### **WORK ENVIRONMENT**

The role routinely uses standard office equipment such as assigned workstation, computer, phone, copier and file cabinet.

### **CONCLUSION**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. The Company reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.