JOB TITLE: Quality Assurance Manager

JOB DESCRIPTION

The Quality Assurance Manager’s role is to develop, establish, and enforce quality assurance standards and measures for the information technology services within the organization. Overseeing a contingent of QA Analysts and Senior QA Team Analyst this individual will direct research and development in support of business cases, proposed projects, and systems requirements over the course of software development lifecycles. The QA Manager will apply proven analytical and problem-solving skills to help validate IT processes through careful testing in order to maximize the benefit of business investments in IT initiatives.

ROLE & RESPONSIBILITIES:

- Lead the development, establishment, and enforcement of quality assurance measures and testing standards for new applications, products, and/or enhancements to existing applications, products, and/or enhancements throughout their development/product lifecycles.
- Ensure that software quality measures comply with regulatory standards, industry standards, and accepted best practices.
- Create methodologies and processes for the collection and analysis of data for ensuring software, systems, and product quality.
- Direct the analysis of formal test results in order to discover and report any defects, bugs, errors, configuration issues, and interoperability flaws.
- Direct the analysis of documentation and technical specifications for any new application under deployment or consideration to determine its intended functionality.
- Develop change control processes, practices, and guidelines for new and existing technologies.
- Fully support and assist in maintaining the Release Management process while mentoring team members and peers on its use.

OTHER RELATED TASKS

- Continuously be alert to trends and changes in quality related issues over the course of projects and report them without hesitation.
- Assist other company staff with client problem resolutions when required.
- Other duties as assigned by management.

OPERATIONAL MANAGEMENT

- Oversee and assist with development of test plans and scripts for tracking defects and fixes in product development, software application development, information systems, and operations systems.
- Work directly with and in some cases manage staff in local office. Apply established metrics to determine the readiness, quality, and operability of software, systems, and products due for release to clients and/or within the enterprise.
- Ensure creation and communication of test plans and scripts that will determine optimal application performance according to specifications; revise as needed.
- Conduct internal audits to measure and assure adherence to established QA standards for software development, application integration, and information system performance, and corresponding documentation.
- Coordinate testing of new software to ensure integration into company systems meets functional requirements, system compliance, and technical specifications.
• Communicate test progress, test results, and other relevant information to project stakeholders and executive management.
• Manage all members of the quality assurance team, and ensure that deadlines are met.
• Train, coach, and mentor QA staff, and other department staff members when necessary.
• Plan and conduct performance appraisals of QA staff, administer disciplinary action, raises, bonuses, and promotions when necessary.
• Cultivate and disseminate knowledge of quality assurance best practices.
• Cultivate and disseminate knowledge of corporate goals, vision and create an excellent workplace attitude.

FORMAL EDUCATION & CERTIFICATIONS

• College diploma or university degree in software engineering, computer science, or business administration and/or 7 years equivalent work experience. Master’s degree in either of these fields preferred.
• Certification in Quality Assurance or Software Development preferred but not required.

KNOWLEDGE & EXPERIENCE

• 5 years direct experience in overseeing the design, development, and implementation of quality assurance standards for software testing.
• 5 years direct experience as a QA Manager for major application integration and/or major application product release.
• At least 5 years direct experience managing all aspects of a QA team.
• Experience in leading a successful internship program
• Strong knowledge of system testing metrics, best practices and methodologies.
• Extensive experience with core software applications, preferable in the health care field.
• Direct hands-on experience with ad hoc query programs, automated testing tools, and reporting software.
• Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts.
• Proven data analysis, data verification, and problem-solving abilities.
• Experience with statistical reporting and analysis.
• Excellent PC skills and technically fluent in QACOMPLETE, Microsoft Office, SharePoint, SQL, and Crystal Reports.
• Good project management skills and/or substantial exposure to project-based work structures.

PERSONAL ATTRIBUTES

• Excellent understanding of the organization’s goals and objectives.
• Excellent written and oral communication skills.
• Excellent coaching, listening, presentation, and interpersonal skills.
• Ability to communicate ideas in both technical and user-friendly language.
• Able to prioritize and execute tasks in a high-pressure environment.
• Keen attention to detail.
• Experience working in a team-oriented, collaborative environment.
• Knowledge of applicable data privacy practices and laws.
• Able to work with minimal supervision while maintaining all required task and keeping management appraised of status of team goals.