We're looking for you uncommon? We're on the hunt for a self-motivated, meticulous Quality Support Analyst who can run with a fast pace development team. We're looking for a highly competitive individual with a “win today” mindset that is wired with a team-first attitude. As part of our development team, you will be responsible for testing numerous products to ensure high quality accuracy and working closely with our developers and product team.

are you uncommon?

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do you have the mindset?

Fast & Accurate
- You prosper in constant change and excel at producing fast and accurate outputs.
- You are Humble, Hungry, Hunting
- You know when and how to use Force, Facts, and Finesse
- Qualifies inputs to ensure preparation of development team meetings

Training & Accountability
- You manage your time and the time of others
- You strive for excellence, but humbly accept your mistakes.
- You are highly competitive and inspire other peers to follow suit.
- Constantly hunting for accretive process evolution

Cadence
- You are passionate, proud of what you do, accepting only the best from yourself and your peers
- You exude a “Get it done mentality” - Efficient, accurate, flexible to adjust.
- You pro-actively take on responsibilities, anticipate needs, as well as be ready to assist when needed

volunteering to deliver your objectives?

- Provide manual testing services for existing and new applications including user functionality, accuracy, remittance processing and any other functions related to the contracting life cycle.
- Become Subject matter expert (SME) of each company application.
- Create detailed, comprehensive and well-structured test plans and test cases.
- Provide backup services for the system support group working on product setup, ad-hoc reporting requests or troubleshooting assistance.
- Test applications for correctness, reliability, consistency, and ease of use.
- Perform hands-on testing, execute test cases and scripts independently and in a team environment; perform exploratory testing; perform back-end testing.
- Performs technical analysis to identify the scope and schedule for upcoming projects and individual work items.
- Identifies software capability and reliability by conducting functional, system and performance tests.
- Participates in production support by troubleshooting and identifying problems.
- Estimate, prioritize, plan, and coordinate testing activities.
- Provide consistent and clear status in verbal and written communications with internal and external customers.
- Provide recommendations to improve the development process (technical and non-technical).
- Write clear and concise defect reports for resolution in a timely manner following a pre-defined template.
- Use existing and new testing tools to assist with the validation of test data.
- Escalate issues that may affect project deliverables or quality as needed.
- Work with the development and product team within the QA process to identify and resolve unsatisfactory test results.
- Analyzes risks and mitigations to manage those risks.
- Performs all other duties, responsibilities, and/or position requirements as assigned

EQ

- Trustworthiness, integrity, and personal accountability with adherence to the highest standards of ethical behavior and professional conduct.
- Unwavering commitment to the organizations success.
- Ability to reason clearly and critically, quickly reaching actionable conclusions based on relevant facts.
- Using the facts to drive implementation through force and finesse with needed.
- Strong teamwork skills with the ability to establish and maintain positive and effective working relationships within all functional departments.
- Demonstrated record of accomplishment of creative and innovative thinking.
- Strategic thinking and planning, delegation and execution; analyzing, interpreting, prioritizing, and reporting pertinent information

IQ

- B.S. degree in Computer Science, Business or Information Systems preferred, or equivalent education and experience.
- Basic knowledge of SQL, SoapUI and iSeries (AS400) preferred.
- Experience with warranty administration systems and understanding of the contract/ remittance process flow.
- Exceptional written/verbal communications skills, presentation skills, organizational time management skills, and display strong customer-facing skills.
- Possess strong research and follow-through skills.
- Must possess a dependable work ethic.
- Must possess a service-oriented attitude and be able to communicate and coordinate well with team members and customers.

are you committed to living 90/10?

- Reporting directly to the QA Manager and serve as a liaison to the development team
- Self-starter and ability to work with little instructions (“get a 20 and determine the 80”) and collaborate with a diverse team