

Mid America Computer Corporation

Job Description

Job Title: Quality Assurance Analyst I

Department: Information Services

Division: MACC

Reports To: Quality Assurance Manager

Exempt/Non-Exempt: Non-Exempt

Full-time/Part-time: Full Time

Revised Date: July 1, 2016

Job Grade: 406

JOB SUMMARY

Paragraph describing the overall reason the job exists

Provide testing of MACC software to ensure an error free product, with enhancements and software fixes that work correctly and comply with the industry's standard business practices for MACC Billing and Accounting software solutions.

KEY RESPONSIBILITIES

List key responsibilities directly related to the Job Summary

% of Time

- A. 35% Assessment, evaluate and research
- B. 40% Develop, execute, and testing
- C. 20% Documentation and implementation
- D. 05% Other duties as assigned

JOB DUTIES

Beginning with Key Responsibility A, list specific duties which support each key responsibility

<u>Duty #</u>	<u>Key Resp</u>	<u>Job Duty</u>
1.	<u>A</u>	Define testing assessment plans and communicate any problems while working through multiple departments, researching and trouble-shooting software flaws.
2.	<u>A</u>	Complete assigned enhancements and defect work orders, research work orders, and regression testing asking questions if needed to deliver high quality solutions that meet product requirements.
3.	<u>A</u>	Identify and relay non-compliant specifications for business rules, logic, screen changes, report requirements, and software inconsistencies.

4. A Attend and assist with retro meetings with assessment and planning to improve testing methods.
5. A Prepare for and participate in weekly Quality Inspection meetings, making suggestions to improve upon customer satisfaction and demonstrate positive feedback on functionality improvements and point projects.
6. B Develop and maintain telecommunication and product knowledge.
7. B Anticipate potential software problems by creating regression test cases that ensure comprehensive testing through product life cycle.
8. B Decipher functional and technical specifications in a methodical and well organized manner, to develop quality test cases and test accordingly.
9. B Enter test cases and work with Technical Analysts to analyze past results in current automated testing tool for accuracy, reliability, and conformance to established standards.
10. C Document testing considerations in specifications upon approval process for completion.
11. C Document defect details in current tracking software, so it can be replicated in development for repair.
12. C Complete and document time accounting as designated to ensure assignments remain on schedule and support trending.
13. D Other duties as assigned.

PERSONAL QUALITIES

Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.

- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.
- Ability to demonstrate a “can do” attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential sales opportunities and customer retention.

JOB QUALIFICATIONS

Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities

Required:

- Associates degree in computers, business or equivalent work experience
- 1-2 years Quality Assurance experience
- Possess a good technical background
- Innovative, self-starter with strong analytical skills

- Proficient with Microsoft Office applications/Excel spreadsheets
- Excellent verbal and written communication skills
- Excellent planning and decision making for problem solving
- Must be detail-, deadline-, and results oriented
- Ability to identify problems and make recommendations regarding solutions
- Exceptional interpersonal skills
- Ability to manage multiple projects and meet deadlines

Preferred:

- Working knowledge of formal testing methods, tools, and techniques
- Experience in the telecommunications industry and accounting principles

PHYSICAL REQUIREMENTS

List the essential functions necessary to perform job duties

- Regular, reliable attendance
- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to sit for extended periods of time, ranging from 75 – 95 % of the work day
- Ability to demonstrate manual dexterity to effectively utilize a personal computer keyboard or similar devices
- Ability to visually view information on a computer monitor, as well as any paper supplied business / technical specifications, documents and manuals, ranging from 75 – 95 % of the work day
- Ability to listen to business and/or technical requirements of internal and external customers to determine solutions to meet business needs
- Ability to travel as required for business by either ground and/or air transportation
- Must be able to work an 8 hour day minimum, as well as work additional hours to meet project deadlines
- Ability to physically be on-site to work at the MACC office facilities
- Ability to accommodate a daily work schedule to established start times

REPORTING RELATIONSHIPS

List job titles and number of incumbents which report directly to this job

None