



Summary

The Quality Assurance Manager will monitor software quality and associated business/technical risks in support of joint functional testing across the organization. They will be dedicated to working with our product and development teams to support collaborative functional test planning, developing test scenarios, manual and automated, monitoring and supporting execution of test scenarios, and analyzing results. This position requires strong deductive reasoning, attention to detail, persistence, patience, and creativity. The individual will work with our internal development teams, product managers, business analysts, and support teams to analyze, maintain and execute performance testing procedures.

General Role Responsibilities

- Act as the point of contact with our partner organizations for functional testing activities through the project lifecycle
- Work with team to plan sprints and test planning for the modules
- Work with our product and development teams to design, develop, and execute scripts that validate, to a high degree of confidence, test cases defined within the project's test plan.
- Our partners support automated testing across multiple messaging protocols (including HTTP), focusing on overall application performance, validating that application response and outputs accurately reflect business requirements.
- Track and communicate task progress, status, and critical performance metrics.
- Report defects found in testing diligently, promptly, and accurately, using standard defect tracking tools.
- Perform data analysis when needed to analyze issues in Performance or Production environments.
- Conduct troubleshooting of test execution in support of remediation efforts as required.
- Maintain technical expertise via self-education in computer sciences, performance/load testing dictums, and Quality Assurance
- Work with our partners to establish test data in sufficient quantity to support the performance testing effort.
- Active participant in the meeting(s) to verify firewall openings between performance testing software and the application.
- Perform initial debugging procedures by reviewing configuration files, logs, or code pieces to determine the breakdown source.

- Adhere to defect tracking process; document software defects using a defect tracking tool (Jira), promptly monitor progress and escalate aging and priority defects.
- Timely and accurate communication of testing events, daily status, and test execution results, etc. as required

Qualifications

- Bachelor's degree and 5+ years of related work experience. Business studies, business management, or IT degree preferred
- Experience with Agile Scrum methodology
- Experience with relational databases
- Experience with SQL Query tools
- Strong analytical skills for research, critical thinking and problem-solving.
- Strong technology skills for collaborating on new initiatives and solutions
- Strong organizational skills to gather, coordinate and help prioritize requirements
- Project management skills for working with cross-functional teams on research and planning initiatives
- Excellent written and verbal communication skills; strong interpersonal skills; and ability to effectively work with senior leaders
- Proven analytical background
- Advanced skills with Excel and Google Sheets
- Experience conducting business research or requirements gathering efforts in K-12 / academic markets is preferred but not required.
- Experience with system resources measurement is preferred but not required.
- Experience with script automation is preferred but not required.

TO APPLY: Candidates who share our passion for excellence are encouraged to send their resume and a cover letter (including salary requirements) to careers@enrollment.org. Please reference **MQA2021** in the subject line. No phone calls, please.