

## System Automation Corporation Quality Assurance (QA) Manager Position Description

**Reports to:** Software Development Team Manager; secondarily reports directly to the President

**Location:** Columbia, Maryland

**Career track:** This position is on a track to become a Product Manager or Software Development Team Manager. Qualified applicants should be eager to elevate and expand System Automation's suite of products.

**Position summary:** Serves as a leader on the product development team by overseeing software QA activities. Assures consistent quality of product development activities by developing and enforcing quality validation processes in the software development lifecycle. Contributes to the firm's overall approach to providing a great customer experience.

### **Development Team Responsibilities**

- Provides oversight and execution of testing activities, including system, regression, performance, and security testing
- Performs in-depth elicitation, evaluation and verification of system requirements and product functionality
- Develops and executes test cases, and performs test execution as required
- Establishes quality assurance standards when they don't exist; improves existing quality assurance standards when they do
- Ensures adherence to quality standards and strategic direction for product documentation (e.g., Release Notes, Installation Guides, etc.)
- Tracks and improves upon quality metrics related to builds and software releases
- Monitors and improves product quality by enforcing SDLC and Quality Management best practices
- Develops and specifies standards, methods, or procedures to determine product quality and release readiness

### **Support Team Responsibilities**

- Provides oversight and monitoring of the quality of our communications and responses to customer support issues
- Acts as a liaison for communications between the development team members and the support team members, ensuring traceability of support issues to development tasks and back to customer communications
- Implements new tools and improves existing toolsets for managing the traceability between support issues and development tasks

### **Quality Assurance Program**

- Provides continuous process improvement in establishing and improving the firm's quality assurance program

- Develops, documents, and presents newly established quality assurance standards to all members of the firm to ensure effective communication of quality expectations
- Contributes to the establishment of proactive quality and performance monitoring of Support environments, Customer environments, and Delivery environments

### Knowledge, Skills and Abilities

- Proven ability to plan, organize and structure work of software testing teams
- Excellent analytical, written, and oral communication skills
- Understanding and knowledge of industry best practices for proactively monitoring quality and performance standards
- Enhanced understanding of computer/database concepts
- Knowledge of the fundamentals of software testing methodologies
- Experience working on Agile software development teams
- Familiarity with Structured Query Language (SQL) and web-based applications
- Ability to perform high-quality work within deadlines with minimal supervision
- Excellent verbal communication, listening skills and written expression
- Ability to interact and work professionally with clients and employees at every level of the organization
- Professional, positive, and enthusiastic attitude
- Ability to elicit, create, and validate custom reports using Jasper Report Designer (Desired)
- Ability to create automated UI test scripts using Visual Studio Coded UI technology (Desired)

### Qualifications

- Bachelor of Science in business administration, information systems, computer science or related fields of study, or equivalent years of experience
- Over eight years of related experience working in software development

### About the Company

Located in Columbia, Maryland, System Automation Corp. (SA) is one of the nation's leading providers of regulatory management software and services to government and private-sector organizations. SA exists to automate regulatory compliance and deliver a great customer experience. We believe that empowering our clients to address regulatory challenges is an important part of protecting the general public and making the world a better place.

Our values inspire us to provide a great customer experience:

- Respect
- Accountability
- Integrity
- Honesty
- Empathy
- Responsiveness