

Title: IT Quality Analyst
Reports To: Director, IT Operations
Department: IT
Classification: Full-Time/Exempt

Position Summary:

The Quality Analyst will work hand-in-hand with the development teams and stakeholders performing business testing activities. This position will work collaboratively with Infrastructure, Business Analysts and Development teams in addition to Operations, Finance, Customer Service, Sales and Marketing departments. The testing efforts will range from simple to highly complex projects in multiple technical environments/disciplines and geographic regions (domestic, international, global). The Quality Analyst must be capable of quickly analyzing business processes and provide input to effectively execute the testing and training associated with a system development effort.

Responsibilities:

(These responsibilities must be able to be performed with or without reasonable accommodations.)

- Evaluates and tests new or modified software programs and software development procedures used to verify that programs function accurately, reliably, according to user requirements and conform to establishment guidelines.
- Work collaboratively with Technical Team and Customers to develop, document and execute test plans/cases that validate a delivered technical solution that meets the business requirements provided
- Identify, communicate, and assist in analysis of defects found in system changes using defect management tools.
- Developing, executing and maintaining manual and automated tests to ensure code quality in a continuous integration environment.
- Assist in the validation of technical specifications against business specifications.
- Understand system designs and how to validate the movement of data from source system through the data warehouse to reporting.
- Perform data validation using SQL queries.
- Participate in research, analysis, and resolution of product scalability and usability processes.
- Recommend test approach, test environment requirements, and data strategies.
- Create and/or set up test environments and test data.
- Develop and execute automated tests for regression.
- Demonstrate interest in learning new technologies and skills.
- Ability to work comfortably in a fast paced, often ambiguous, event driven environment.

Minimum Job Requirements:

- Bachelor's Degree in related field or work experience equivalent required.
- 3+ years' experience in:
 - Software and/or Program Testing
 - Analyzing System Test Results Information and providing recommendations on improving system usability.
 - Software Quality Assurance documentation or related experience with writing test cases or technical/end user documentation
- Experience with QA automation tools is required.
- Experience with QA in an e-commerce environment is a strong plus.
- Knowledge of SQL.
- Ability to manage multiple tasks and projects in a cross-functional, global environment.

- Must have strong interpersonal skills, be self-motivated, have strong desire to learn, and be adaptable to a fast paced, ever-changing environment. High degree of professionalism and a project management style that promotes progress through teamwork in a collaborative environment.

While performing the duties of this job the employee must be able to sit continuously to perform essential job functions throughout the entire shift. May require walking primarily on a level surface for periodic periods, throughout the day. Requires interacting with others, interpreting spoken messages, constant keyboarding, sitting, hearing and talking are required. The employee will occasionally stand and walk, and infrequent bending at the waist, twisting of the upper body, kneeling, being mobile on even surfaces, squeezing and crouching are also required. Requires infrequent lifting and carrying of 1-25 pounds.

This position description is not intended to be and should not be construed as an all-inclusive list of responsibilities, skills or working conditions associated with this position. While this description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add or remove duties as necessary.

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