

JOB DESCRIPTION

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TITLE: Quality Assurance Analyst

DEPARTMENT: Information Technology

DATE: October 2009

PURPOSE AND SUMMARY

Evaluates and tests new or modified software programs and software development procedures for functional adherence to user requirements; establishes and monitors the use of best practices through technical reviews, unit testing and integration testing; actively contributes within a development team environment to help achieve early and economical detection and correction of software defects; participates in incident response teams to help identify and resolve quality problems discovered in production systems; conducts compatibility tests with vendor-provided programs and monitors program performance after implementation; leads Quality Assurance (QA) related efforts and beta test programs.

QUALIFICATIONS

Bachelors degree in computer science or related degree; five to seven years previous experience in software development with 3+ years related to QA, including creation and use of formal test environments, automated test tools, defect tracking systems and related best practices; thorough knowledge of software process and all testing methodologies; PC support and networking skills a plus; excellent problem solving skills with keen attention to detail; proven ability to develop test plans and implement them either individually or by assembling and leading a team of testers; a team player with proven ability to work collaboratively; excellent verbal and written communication skills; must have understanding of church worship activities and Judeo-Christian values.

REPORTING RELATIONSHIPS

- Reports to IT Manager
- Has no supervisory responsibility

RESPONSIBILITIES

Principal duties include:

1. Works closely with the IT Management to establish and relentlessly promote Quality Assurance in all stages of development, including requirement specification, analysis, development, deployment, transition to support and user education.

2. Establishes and maintains system test environments, release/build processes and defect tracking systems; works closely with developers to establish and embrace development best practices such as unit testing, integration testing, and technical reviews.
3. Develops test plans, manages system testing and documents test results; carries out system testing for smaller projects and assembles and directs teams of individuals to carry out system testing on large projects.
4. Schedules, assigns, monitors and evaluates the work of testers and test teams; works with, monitors and evaluates the work of outside contractors as assigned; directs software beta test programs.
5. Participates, as requested, in incident response teams to help identify and resolve a critical quality problem discovered in a production system.
6. Establishes and tracks quality related metrics; performs analysis of those metrics and makes recommendations for improvements.
7. Interacts frequently with corporate-wide management, end-users and external contacts on system testing and quality related issues; interfaces with external industrial and academic organizations in order to maintain practical knowledge of the Quality Assurance discipline.
8. Participates as team member in support or development teams as assigned; completes all other tasks as assigned.

ACCOUNTABILITIES

1. Provides timely and economical detection and correction of defects across all projects.
2. Creates effective quality policies, procedures metrics and test plans that clearly outline how differences between project results and documented requirements will be discovered.
3. Ensures an effective and efficient release and build process, and adherence to that process.
4. Provides efficient and effective test team coordination and management, and timely assessments that effectively report the quality of work during projects.
5. Ensures orderly and effective use and coordination of test tools and defect metrics and consistently provides defect metric reports to project managers.
6. Works effectively with a diverse set of project and development team members to improve process effectiveness and efficiency and improve project results.
7. Demonstrates reliability and participates with others in a respectful and supportive manner.
8. Keeps skill set aligned with industry best practices and company technology goals professionally and effectively, actively seeks appropriate opportunities for education including reading, online tutorials, conferences, or other training as approved by manager.