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# Example of IT QA Analyst Job Description

Our company is growing rapidly and is looking for an IT QA analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for IT QA analyst

* Independently conduct testing activities for multiple projects
* Participate and lead Requirements Gathering Sessions (RGS) with business partners and development teams
* Works with geographically diverse development teams to ensure requirements are correctly understood and implemented
* Track, monitor, review, and report project progress where appropriate
* Analyzes/audits service incident data, emails, web chat interactions and voice clips, and customer surveys to identify areas of service delivery that did not meet pre-established performance standards within the IT Service Desk team
* Provides structured and timely recommendations
* Uses tools available within the service desk to gather data and analyze trends or patterns affecting quality
* Complaints / Compliments & Yammer management
* Reviewing rejected tickets from resolving teams and reviewing all call quality reports
* Training Tracker Administration

## Qualifications for IT QA analyst

* The IT Business Analyst (QA) works as a liaison between the Business Users and IT staff
* Advanced knowledge of Test Strategy development, Test Planning, Defect Reporting and Test Case design techniques for initiatives ranging from moderate to high complexity
* Advanced knowledge of MS Word, MS Excel, SharePoint, MS Project, Visio and PowerPoint
* Proficient in HP QC testing tool
* Able to oversee test activities as assigned and ensure resources are has thorough understanding of how to optimize test activities across projects in order to achieve optimum use of test resources and execution cycles
* Knowledge of Risk applications is an asset