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# Example of Staff Quality Assurance Engineer Job Description

Our innovative and growing company is hiring for a staff quality assurance engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for staff quality assurance engineer

* Work with different Business Units to coordinate and test the integrations with Nautilus (OnBase)
* Receive, process and track customer issues
* Receive process and track CSAT (Customer SATisfaction) scores from external customers
* Perform first level FA for received Customer Issues
* Collaborate with In-process QA and other teams (Engineering, Operations, Planning and Logistics, ) for customer issue and CSAT items closure
* Drive closure of CSAT detractors and other customer issues (including feedback/requests.)
* Drive Continuous Improvement of CSAT scores
* Communicate to functional owners on Customer Issues (SIR, feedback, requests, CSAT.)
* Attend regular meetings/interlocks with Customers and Communicate Customer items to Functional Owners
* Communicate requests from Functional Owners to Customers

## Qualifications for staff quality assurance engineer

* Having 5-7 years of experience in Data Analysis, Failure Analysis or Quality related field
* A minimum of 8 years of professional experience in software development/testing practices OR Master’s degree with 6 years of experience in software development/testing practices OR PhD with 3 years of experience in software development/testing practices
* Must be willing to work out of an office located in Cincinnati, OH
* Bachelor's degree or higher in any Engineering field
* 5-7 years in Customer Support, HDD Engineering, Quality related field
* Fluent in spoken and written English or other language is preferable