



## Example of Assurance Analyst Job Description

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Our company is hiring for an assurance analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

### Responsibilities for assurance analyst

- Acts as a resource and partner to the training department, through identifying training insufficiencies, trends, and gaps, through performing quality evaluations
- Uses customer service expertise to assess existing practices and procedures for process improvement opportunities with support teams and sites
- Facilitates calibration sessions with support managers and other quality analysts to ensure quality guidelines are being applied in a standard practice
- Develops and conducts targeted group coaching sessions for representatives, management, or analyst that address support quality deficiencies and/or improvement opportunities
- Presents Quality results and initiatives in regular business reviews as needed
- Maintains the quality evaluation form, quality guidelines, and other quality assurance documentation
- Contributes to the testing efforts of multiple projects from inception to post implementation using Standard Development Life Cycle (SDLC) methodologies
- Responsible for software quality assurance and implementation of system enhancements, system initiatives, configuration changes, and/or other business opportunities
- Attends review sessions and works closely with QA Manager to raise technical issues and provide relevant input to ensure the product design will successfully integrate into the existing environment

## Qualifications for assurance analyst

- Must have Bachelor's degree in Computer Science, Information Technology, or similar
- Must have 2+ years of experience as an IT Quality Assurance Analyst or equivalent experience in an applications development environment
- Experience in retail business is preferred
- Must have working knowledge of network, PC operating systems, and core retail applications
- High school diploma or equivalent, BS or BA a plus
- 2+ years in a software Quality Assurance position