Our company is looking for a QA support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for QA support

- Ensure all product releases meet or exceed defined quality standards
- Perform execution of test plans
- Document test case results and log defects as needed
- Work in a team environment and follow procedures to maintain team's high standards
- Eager to leverage new technologies for QA, automation testing
- Analyze all issues reported to Help Desk, utilizing excellent customer service skills, problem solving skills, and technical thinking/reasoning skills
- Develop process and training solutions to minimize reoccurrences and severity of issues
- Develop functional expertise on multiple systems supported by the QA and Support group
- Accurately document all customer issues, resolution steps, and gather feedback in support tracking software to enhance identifying and reporting trends leading to recurring technical problems
- Support technical writers to add to Knowledgebase articles for internal and external users for use in troubleshooting, training, and other areas as defined

Qualifications for QA support

- Strong work ethic, with the ability to work well both independently and within the context of a larger team-oriented environment
- Must be able to work on a flexible schedule (including weekend shift work)
- Effective probing skills and analyzing / understanding skills, eye for detail

- Minimum five years of proven experience working in a fast-paced software engineering organization
- Solid knowledge of at least one programming language (Java or Python are ideal)