

## **ROLE: SOFTWARE QUALITY ASSURANCE**

### **REPORTS TO:**

- DEPUTY HEAD OF QUALITY ASSURANCES, IMPLEMENTATIONS AND SUPPORT

### **DEPARTMENT: QUALITY ASSURANCE, IMPLEMENTATION AND SUPPORT**

### **SKILLS REQUIRED:**

- A bachelor's degree in Computer Science, Software Engineering, information technology or a related field.
- 2 years of experience as a Quality Assurance Engineer
- Solid knowledge of SQL
- Experience working in an Agile/Scrum development process
- Excellent communication skills, both written and verbal.
- Critical thinker and problem-solving skills
- 2 years of experience with software QA tools and processes
- Strong communication and interpersonal skills.

### **JOB RESPONSIBILITIES**

- Creating detailed, comprehensive and well-structured test plans and test cases
- Estimating, prioritizing, planning and coordinating quality testing activities
- identify, record, document thoroughly and track bugs
- Perform thorough regression testing when bugs are resolved
- Develop and apply testing processes for new and existing products to meet client needs
- Liaise with internal teams (e.g. developers and project team) to identify system requirements
- Monitor debugging process results
- Investigate the causes of non-conforming software and train users to implement solutions
- Track quality assurance metrics, like defect densities and open defect counts
- Communicating with clients throughout the software customization process to obtain feedback and approval.
- Educating clients on how to use software systems and customized system features.
- Creating a specialized document for each client, detailing all customizations made.
- Installing customized software systems and all necessary components.
- Ensuring that the project team is aware of key deliverables and project milestones.
- Meeting with clients to collect gaps and other information required to customize software systems.
- Provide testing support for release and change management process