User Acceptance Testing Coordinator Job

Employer Name:

SpiderID: 12499251

Location: Arizona, Nebraska

Date Posted: 5/5/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-1922

Job Summary:  
  
   
  
 This UAT Consultant II role is responsible for Software Quality Assurance by performing manual web based application testing and do production support. The individual should be aware of all phases of the development lifecycle and have a strong sense of how to operate as part of a team to accomplish customer experience and satisfaction goals.  
  
   
  
 Key Responsibilities:  
  
   
  
Execute multiple projects and take ownership of Production Support, including delegating tasks, managing. Schedules for the team, and determining project resource requirements  
  
Ensure that team follows the established process for issue tracking and reporting  
  
Looks for ways to improve and promote customer satisfaction  
  
Monitor &amp; manage/improve morale, provide appropriate feedback to leadership  
  
Responsible for creation and maintenance of knowledge articles to be used internally and/or externally regarding training, best practices, solutions or process as it relates to products, environments, and related technologies  
  
Responsible for identifying, routing and/or managing customer inquiries to the appropriate area within the company  
  
Understanding of team objectives and implementing or supporting online tactics  
  
Effectively managing projects across internal, management, agency, and technology teams  
  
Providing regular updates to manager(s) and stakeholders on project status, issues, concerns, and successes  
  
Identifying and resolving customer issues, seeking direction when needed  
  
Supervisory Responsibilities:  
  
   
  
 This job does not have supervisory duties  
  
   
  
 Preferred Qualifications:  
  
   
  
 Education and Experience  
  
   
  
Bachelor's Degree or equivalent experience  
  
2 or more years of related experience  
  
Certificates, Licenses, Registrations  
  
   
  
IT Certification  
  
Functional Skills  
  
   
  
Good understanding of SDLC and testing lifecycles  
  
Ability to create test plans / scripts from requirements  
  
Expert knowledge of HPQC, ServiceNow.  
  
Good communication skills and ability to work in (and influence) teams  
  
#LI-MT1  
  
 #Remote

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: National General Insurance

Company: National General Insurance