**Position Title: Manager**

**Reports to: Director, Information Technology (located in Tokyo)**

**Location: Shanghai**

**Key Responsibilities:**

* Quality Assurance and Quality Control (QAQC) team’s roll is to provide stable systems to stores cross regions/multi-brand
* Build QAQC strategy and execute it proactively to support cross region/multi brand systems
* Supervise and guide inspectors, technicians and other staff including offshore
* Evaluate the current Asia system and be responsible for becoming gate keeper of quality while continue maintaining the current services for Cross brand Asia systems especially when implementing new systems/functional changes/architecture changes
* Assure the reliability and consistency of production by checking processes and final output
* Review current standards and policies
* Program version control, Configuration / Parameter management, Store PC’s management corresponding to the business growth / security protect in Asia and Europe
* Facilitate proactive solutions by collecting and analyzing quality data
* Keep records of quality reports, statistical reviews and relevant documentation
* Ensure all legal standards are met
* Smooth support turnover(post go-live support) to support team
* Have a good relationship with Business / other IT team and Build relationship with Asia, Europe counterparts

**Education/Qualifications:**

* [Proven experience](https://resources.workable.com/qa-engineer-job-description) as a quality assurance manager or relevant role
* Thorough knowledge of methodologies of quality assurance and standards
* Bachelor’s degree and a minimum 3-5 years of experience for Retail system support and application deployment
* Minimum of 5 years of experience of QAQC
* Strong knowledge of POS System and have ability to build DITL (Day In The Life) scenario creation
* Strong knowledge of software QA methodologies, tools and processes
* Test Automation Tool and Defect Tracking Tool Experience
* Experienced/Understand DevOps or BizDevOps
* Strong communication skills both in Chinese and English
* People management and vender management experience
* Understand SDLC(Systems Development Life Cycle)
* Person who has a strong sense of responsibilities and ownership
* Adaptable and flexible person
* Ability to understand issues and system errors from a technical standpoint
* Good knowledge of MS Office and databases
* Experience with performance and/or security testing is a plus
* Great attention to detail and a results driven approach
* Desired Skills (Plus Skills)
  + Certification of quality control is a strong advantage (ISTQB.etc)
  + PMP and ITIL is plus
  + Japanese, Korean language capability is a strong plus
  + Retail Industry / Lifestyle brand working experience would be plus
  + Multi-region/country POS Test/Support experience is a strong plus

**IMPORTANT NOTES**

* IT Organization is regionally structured in Asia, and Retail Systems team has members in Japan and in China.
* Asia stores include Japan, China, Hong Kong/Macau, Taiwan, Korea, Singapore, Malaysia and Australia
* Multi-brand system projects and support in Japan, Asia, and in Europe - approx. 700 stores