**JOB DESCRIPTION**

**Job Title:** Quality Assurance Specialist
**Job Level:** Senior-Level
**Department:** IT
**Position Type:** Full-time
**Job Location:** Hybrid
**Reports To:** CEO
**Supervisory Responsibilities:** IT

**Job Summary:**
The Quality Assurance Specialist has the purpose of ensuring products and services meet quality standards and industry benchmarks. The Quality Assurance Specialist helps PayCare Limited in creating products and services that fulfill customers' expectations and needs, provides support that builds customers' trust and loyalty, trains employees in quality standards, and ensures adherence to quality regulatory requirements.

**Job Focus:**
The Quality Assurance Specialist has the primary responsibilities of inspecting products and services, maintaining product/service quality, improving processes and operations, reducing errors and defects, meeting regulatory standards, reducing costs, and boosting brand reputation.

**Job Duties and Responsibilities:**

- **Test Plan Development:** Develop and execute comprehensive test plans and test cases to ensure that software applications meet quality standards.
- **Bug Identification:** Identify and document bugs and issues in software, providing detailed feedback to the development team to facilitate resolution.
- **Quality Standards Assurance:** Ensure that the final product meets established quality standards and performs as expected in various scenarios.
- **Collaboration with Developers:** Collaborate with developers to understand functionality and identify potential issues early in the development process, enhancing overall product quality.
- **Manual and Automated Testing:** Perform both manual and automated testing using testing tools and frameworks, ensuring thorough coverage of application features and functionality.
- **Performance Testing:** Conduct performance and load testing to identify potential bottlenecks and ensure that the application can handle expected user loads.

- **Continuous Improvement:** Participate in retrospectives to discuss testing processes and propose improvements for future projects, enhancing the QA process over time.

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**Expected Outcomes:**

- The level of customer satisfaction with PayCare's products/services shall be a minimum of **90%**.
- The level of customer complaint must be a minimum of **3%** over **6 months**, and customer complaints must reduce by **20%** over **12 months**.
- The QAS shall run **500** tests during **6 months**.
- The QAS shall design **100** tests during **3 months**.
- The QAS shall review **100** tests during **3 months**.
- The QAS must find **5** bugs or defects per **50** total number of tests.
- **95%** of system components must be tested out of the **100%** total available as a measure to reduce risks; test coverage.
- **70%** of functionality must be tested via automated tests over **6 months**; **150** features or scenarios must be tested, covering **85%** of the application to ensure a consistent level of quality across development cycles.
- The QAS must ensure a quality codebase through lower defect density; the number of defects found per unit size of a software module should not exceed **1 per 1000 lines of code**.
- The QAS must ensure efficient testing processes in uncovering defects in software; test efficiency should exceed **90%**.
- The QAS must find **95%** of defects during testing; **Defect detection effectiveness**: The number of defects found before and after release by the customers shall be **5%** or less.
- The QAS must find defects within **1 week** and resolve the defects within **3 days** in comparison to the total number of features tested.
- The QAS must spend **30 hours** detecting and repairing a product issue after a problem has been reported; **MTTD (Mean Time to Detect)** and **MTTR (Mean Time to Repair)** should not exceed **48 hours**.
- There shall be zero or a **maximum of 2** defects that escaped during the testing process or reported by customers.
- The QAS must have in place a deployable and easy to implement quality assurance plan within **1 month**.
- The QAS must implement strategic training of employees in ensuring quality standards are met, conducting **quarterly** training sessions.
- The QAS must conduct **weekly** reviews and feedback loops with key stakeholders (e.g., feedback that bridges the gaps between user experience and product development).
- The QAS must improve software performance by **15%** by identifying optimization opportunities during the testing phases.

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**Required Knowledge:**

- **Test Plan Development:** Knowledge and proven experience in developing and executing comprehensive test plans and cases. Familiarity with Agile testing methodologies.

- **Bug Identification:** Expertise in identifying, documenting, and tracking bugs using tools like Jira, Bugzilla, or similar.
- **Quality Standards Assurance:** Knowledge of software quality standards and methodologies (e.g., ISO 9001).
- **Collaboration with Developers:** Experience in working closely with developers to understand functionality and identify issues early in the development process.
- **Manual and Automated Testing:** Proficiency in both manual and automated testing frameworks (e.g., Selenium, Cypress). Knowledge of test automation tools and best practices.
- **Performance Testing:** Experience with performance testing tools (e.g., JMeter, LoadRunner) to assess application scalability.
- **Continuous Improvement:** Participation in retrospectives to enhance testing processes over time.

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**Education:**

- **Bachelor's Degree** in Computer Science, Information Technology, Software Engineering, or a related field.
- **Master's Degree (optional)** in a relevant field (e.g., Quality Assurance, Software Engineering, or Information Technology).
- **Additional Training (Optional):** Certifications in software testing methodologies (e.g., ISTQB, CSTE) or training in specific testing tools can be beneficial.

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**Required Competencies (Skills and Abilities):**

**Technical Skills:**

- Quality Assurance Plan Development, Root Cause Analysis, Quality Audits, API Testing, UI Testing, Exploratory and Scripted Testing, Cross-Browser Testing, Pair Testing, Identification of False Positives, Boundary Value Analysis, Equivalence Partitioning, State Transition Testing, and Validating Database Integrity.

**Technologies/Software:**

- PKI, Selenium, JMeter, Cypress, Bugzilla, LoadRunner, BurnUp, BurnDown, Cumulative Flow Diagrams, Project Management Software, e.g., Jira.

**Methodologies:**

- Agile, TQM, SixSigma, ISO9001, TDD, and BDD.

**Programming Languages and Frameworks:**

- Java, JavaScript, C++, Python, HTML5, SQL, and Elixir.

**Development Tools and Platforms:**

- Docker, Kubernetes, Jenkins, Concord, Apache Kafka, and JUnit.

**Databases and Data Management:**

- Oracle PL/SQL, and IBM.

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**Behavioral Competencies:**

**Transferable Skills:**

- **Analytical Skills:** Strong analytical abilities to evaluate software applications and identify potential issues.
- **Communication Skills:** Excellent written and verbal communication skills to document findings and collaborate with developers.
- **Attention to Detail:** High attention to detail for identifying bugs and ensuring quality standards.
- **Critical Thinking:** Ability to think critically and approach problems systematically to improve testing processes.
- **Teamwork:** Ability to work collaboratively with developers, product owners, and other stakeholders to enhance product quality.
- **Adaptability:** Willingness to adapt to new testing methodologies and tools as technology evolves.

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**What is Your Salary Expectation?**

Please state your salary expectations in figures:

1. _____ Per Annum
2. _____ Per Month

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**Thank you for your interest in PayCare, and good luck!**

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