**Title**: Senior Quality Analyst /Quality Analyst

**Location**: Remote

**Schedule:** 8: 00 am – 5:00 pm

**Summary:** The Senior Quality Analyst/Quality Analyst to assure the quality of released products by conducting functional and regression tests of software before release. Creating test plans and test cases from requirements and design documents, as well as documenting test results, identifying trends, and escalating concerns as necessary. Able to work with minimal supervision.

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**Job Duties and Responsibilities Senior Quality Analyst:**

* Performing testing activities, develop test plans, and implementing testing strategies.
* Ensure quality products are delivered for implementation by testing and verifying product functionality according to departmental policies and procedures.
* Participate in post-production validation of new products/releases.
* Document test results and escalate concerns as necessary.
* Conduct software testing, including regression testing of new products/releases.
* Participate in the debug process by testing and troubleshooting.
* Establish and maintain a professional relationship with internal/external customers, team members and department contacts.
* Participate in the configuration and maintenance of test systems used by QA department
* Identify and communicate design considerations and risk assessments with regards to testing or defects.
* Estimate requirement and coordinating testing.
* Participate in the configuration and maintenance of test systems used by QA department
* Identify, procedures with aim at streamlining and/or improving overall efficiency of the software engineering process.
* Other duties as required.

**Qualifications/Skills:**

* Strong communication skills both verbal and written.
* Demonstrate knowledge of testing and best practices.
* Solid understanding of Agile/Scrum frameworks and Waterfall methodology
* Understanding of data queries, validation within Databases such as SQL and Oracle.
* Knowledge of software testing processes, techniques, standards and automated testing processes.
* Knowledge of API tools such as Postman and proficient with API (XML & JSON testing).
* Experience in using QA practices and tools for test planning/test execution.
* Knowledge of SQL server and databases.
* Capacity to learn new software/procedures quickly and meet deadlines.
* Experience in quality assurance is preferred.
* Keen attention to detail.
* Strong analytical and problem-solving skills.
* Apply out of the box thinking.
* Ability to work in a team environment.
* Ability to handle multiple priorities at one time and be organized.
* Experience with defect management process

**Experience/Education:**

* Essential IT experience
* 3-5 years’ experience in a technical position
* 3+ years if testing experience
* Bachelor’s degree or equivalent combination and/or experience in related field
* General 3 + years of professional experience.
* Extensive knowledge of IT concepts and strategies
* Experience with Microsoft products such as Excel, word, PowerPoint.
* Working with Offshore teams

**Preferred:**

* Knowledge of the mortgage industry
* Certifications in IT concepts a plus

**EDUCATION:**

* Bachelor’s degree or equivalent combination and/or experience in related field
* Certifications in IT concepts or methodologies

**Frequently used Applications:**

* Confluence – Documentation
* Jira – Project/Development Tracking
* Postman – API Testing
* Service Now – Internal Tickets
* Splunk – Troubleshooting
* Rundeck (Senior QA only )
* Qtest Manager