

Pixstar Corporate Position Description



Position Title:

Quality Assurance Manager

Position summary:

Manages all development and/or format Quality Assurance (QA) review activities of all Business Objects documents, application documentation, website content, training materials and System Development Life Cycle (SDLC) artifacts to ensure they are developed using established standards across multiple business lines areas. Provide additional ad-hoc development support in creating new documents or modifying existing documents on an as needed basis.

Position Tasks:

- Reviews all incoming QA job tasks and determines assignments based on job skills, program areas of expertise and current work loads.
- Coordinates all QA activities with the Program Manager to ensure consistent workloads and proper personnel and training levels are maintained.
- Conducts periodic reviews of production documents and websites to ensure consistent standards are maintained, documents any exceptions to those standards and commence activities to resolve any deviations from such standards.
- Collaborates with staff Technical Writers on Standard Operating Procedures (SOP) and style guides for Business Objects and Crystal Reports documents, as well as all SDLC artifacts.
- Manages all personnel conducting quality assurance tasks.
- Reviews and maintains all reports, ad-hoc queries to enforce adherence to formatting standards that provide real-time business information to all levels of personnel through mission critical documents and reports and on-line applications using Business Objects and/or Crystal Reports.
- Coordinate with project developer in the development and execution of test scripts as well as document detailed expected results, including scripts for functional, regression, performance, system and user acceptance tests using manual and automated procedures.
- Verify all test results to ensure the system is performing functions as described in the business requirements and design documents.
- Write detailed and accurate problem and defect reports, where applicable.
- Conduct metric collection and analysis.
- Collaborates with the Project Management group to ensure appropriate quality assurance information is updated and distributed to the necessary stakeholders.
- Review application documentation, website content, training materials and SDLC artifacts to ensure the highest level of quality.

Required Skills Sets:

- Minimum of three (3) years experience working with Business Objects and/or Crystal Reports in a data warehousing environment, demonstrating skills in developing and troubleshooting ad-hoc reporting to meet specified business information needs.
- Demonstrated ability to interpret business requirements and translate them into precise test cases in order to analyze, discover and document software application deviations.

- Proven experience of excellent organization skills, with an attention to detail in the development and maintenance of documentation regarding testing plans and its related review and enforcement of corporate standards, policies and guidelines.
- Familiarity of the System Development Life Cycle (SDLC) process as it applies to quality assurance artifacts, processes and activities.
- Experience working with defect tracking tools.

Experience And Education:

Bachelor's Degree or equivalent work experience.

Additional Attributes:

- Possess extensive experience in use of a personal computer running in a Microsoft Windows operating environment and all Microsoft Office Professional applications (Microsoft Word, Excel, PowerPoint, etc.).
- Demonstrate oral comprehension & expression by listening to and understanding information and ideas presented through spoken word and communicate information and ideas in speaking so others will understand.
- Show written comprehension & expression by reading and understanding information and ideas presented through written documents and communicate information and ideas in written form so others will understand.
- Present strong organization skills by utilizing organizational tools, time and methodologies to perform multiple simultaneous tasks at any given time in order to meet or exceed specific objectives and project milestones.
- Display professionalism by maintaining professional composure and effectiveness in a rapidly changing environment with high customer expectations.
- Possess excellent problem solving skills and the ability to actively participate in a team environment.