

QA Coordinator

Job Summary:

We are looking for well-rounded, energetic, detail oriented, experienced QA Coordinator that will be responsible for ensuring that the end product, designed to support customers in the local government sector, meets the client's software business requirements. The ideal candidate will work with the project owners, project management group and Business Analysts to aggregate business requirements. This person will further assist the company to build in Quality Assurance into all business processes across the organization.

Job Responsibilities:

- Design and document Test Plans, Scenarios, scripts and procedures which encompass the business requirements specific to each application
- Test system modifications to prepare for production releases.
- Identify, analyze, and document problems with program function, output, online screen, or content.
- Plan test schedules or strategies in accordance with project scope or delivery dates.
- Organize and record detailed test results
- Generate Reports and Provides Test Results and Project Status.
- Work with project teams through the design and test stages to ensure strict adherence to business requirements.
- Log detailed and accurate defect reports and follow the defects through to resolution and closure.
- Assist in the identification and design of automated processes to increase testing efficiency and reliability.
- Assist and review other team members' Test Procedures.
- Serve as a resource to the team in the resolution of complex business or technical issues.
- Investigate customer complaints and non-conformance issues
- Work within IT to improve the quality of project documents and systems documentation.
- Work with various corporate teams to improve the quality of processes throughout the business.
- Conduct ongoing evaluation of adequacy of quality assurance standards and take corrective actions as necessary.

Qualifications:

- Proficiency in use of computers, spreadsheets, and computer processing a must.
- Excellent communication skills and be able to present information in an understandable and clear way.
- Knowledge of and/or experience in a municipal government setting a plus.
- Excellent analytical and problem solving skills.
- Five years of progressively responsible experience in software quality assurance
- Bachelor's Degree in Management Information Systems, Computer Science or Related Field
- Ability to meet deadlines, perform duties with accuracy.
- Flexibility and willingness to assume new duties and responsibilities.
- Ability to maintain confidential information.
- Self-reliant, ambitious, with a desire to succeed.

Company Information:

Civica CMI is a **Civica Group Company**. **Civica** is an international market leader in specialist IT systems and business process services for the public sector. **Civica CMI** is a full-service computer consulting, software development, and systems integration company, committed to providing complete and well-supported solutions to meet the needs of its clients. **Civica CMI** provides an excellent benefit package for full-time employees, including medical, dental, vision, short term and life insurance, and a 401k plan. **Civica CMI** will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin.