

DEPARTMENT:	Curriculum Product Innovation Instruction	REPORTS TO:	Team Lead, Quality Analyst or Assigned Supervisor
JOB CLASS:	Quality Assurance Specialist	PAY GRADE:	35
EXEMPT STATUS:	Exempt	DATE:	08/20/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Quality Assurance Specialist ensures that Curriculum products and services are delivered in a manner that meets expectations and achieves the highest level of customer satisfaction and value possible through testing for and identifying control risks. This hands-on position requires detailed-oriented, process improvement and context driven software testing practices.

ESSENTIAL POSITION FUNCTIONS:

- Create and execute test strategies for FLVS products to identify and correct any defects
- Identify quality control risks so the appropriate measures can be taken by the product team
- Detect and catalog defects with appropriate detail so they can be resolved quickly and effectively
- Run manual and automated tests on products to assure any new functionality does not negatively impact the end user experience
- Proactively engage in professional learning regarding the QA and Software Testing industry, FLVS tools and user base to strengthen individual contribution to the team
- Review and provide meaningful feedback on work products from the Curriculum Development Life-Cycle.
- Document and communicate test results to project team and management
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's Degree in Computer Engineering; or equivalent combination of education and relevant experience
- Certification specific to Software Development, Software Testing, Web Application testing, or Quality Assurance, preferred

Experience:

- One year experience in the web development industry including testing and/or programming
- One year experience with web or desktop application technologies
- One year experience testing on mobile devices

Knowledge, abilities and skills:

- Strong interpersonal and customer service skills
- Ability to work with/for multiple employees and meet deadlines
- Knowledge of and ability to apply software support and troubleshooting methodologies
- Strong verbal and written communication skills
- Knowledge of technology solutions for the Internet browsers and web applications on personal computers and mobile devices
- Understanding of contemporary quality management principles and practices and the ability to apply them to a wide variety of projects in a fast-paced business environment
- Knowledge of functionality, compatibility, usability, reliability, exploratory, and load/stress testing practices
- Ability to create and execute QA and testing processes on systems, networks, hardware and software
- Ability to interpret data that gauges the effectiveness and efficiency of processes, customer satisfaction and product/service quality

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems</i></p>	<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations</i></p>
<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>	<p style="text-align: center;">FUNCTIONAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.