



JOB DESCRIPTION: QUALITY ASSURANCE SPECIALIST

DEPARTMENT:	Curriculum Product Innovation Instruction	REPORTS TO:	Team Lead, Quality Analyst or Assigned Supervisor
JOB CLASS:	Quality Assurance Specialist	PAY GRADE:	33
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 Information Technology (IT) and 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 SDLC
- 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 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 and relational databases
- One year experience with Microsoft operating systems

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, hand held devices, personal computers and networks
- 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:

<p style="text-align: center;">PEER RELATIONSHIPS</p> <p><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></p>	<p style="text-align: center;">CREATIVITY</p> <p><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></p>
<p style="text-align: center;">SELF KNOWLEDGE</p> <p><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></p>	<p style="text-align: center;">PLANNING</p> <p><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></p>
<p style="text-align: center;">ORGANIZING</p> <p><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></p>	<p style="text-align: center;">PROBLEM SOLVING</p> <p><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></p>
<p style="text-align: center;">DRIVE FOR RESULTS</p> <p><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></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- 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.)