# Quality Assurance Analyst

## Job Description

The Software Quality Assurance (QA) Analyst is responsible for the testing and certification of all application software designed and developed by Greenshades Software. The primary duty is to test new applications or changes to existing applications to ensure they meet requirements and have no major defects or bugs. The software is reviewed by the analyst and compared against functional specifications and user stories to ensure all needed functionality was developed. All defects and bugs found are reported to development. The Quality Assurance Analyst works with developers to resolve issues and re-create bugs as needed. After the developer has fixed any issues, the analyst does a final test to ensure no new issues were created.  
  
A QA Analyst must have effective writing skills. This position is required to update all applicable documentation concerning the project. This includes writing bug descriptions in Microsoft Test Manager and creating automated tests as noted above.

## Responsibilities

* Test software in accordance with defined test plans for validity of results, accuracy, reliability and specification conformance
* Use Microsoft Test Manager to maintain QA documentation
* Track bugs in Team Foundation Services and update assigned work items
* Recommend program improvements or corrections to programmers
* Review software design and functional specifications
* Assist with software documentation and user manual development
* Assist Product Managers in the creation and maintenance of test suites, test cases, and automated test scripts
* Assist in the implementation of complex clients and their product needs
* Assist technical support agents with difficult product questions and troubleshooting

## Skills & Requirements

### Required:

* Bachelor's degree in computer science or similar technical degree
* 2 - 5 years of experience as a software quality assurance analyst or related job in software development
* Strong understanding of QA methodologies, procedures, and documentation
* Solid understanding of Microsoft Windows platforms
* Ability to comprehend complex technical topics and specialized information

### Preferred:

* Experienced in independently designing, planning, executing, and reporting on specification-driven tests
* Setup, management, and usage experience with defect tracking, configuration management, and automated testing tools
* Excellent time management, organization, and oral and written communication skills
* Strong knowledge of Team Foundation Services and Microsoft Test Manager
* Experience creating and maintaining automated tests
* Knowledge of SQABasic/Visual Basic, C/C+, and/or Java programming languages for use in test scripting/automation
* Advanced SQL skills for performing complex querying on relational databases (DB2)
* Ability to communicate effectively with others using the spoken word
* Ability to communicate in writing clearly and concisely
* Ability to take care of the customers' needs while following company procedures
* Ability to get along well with a variety of personalities and individuals
* Ability to utilize the available time to organize and complete work within given deadlines
* Strong understanding of QA methodologies

To apply, please submit a resume and a Greenshades Employment Application, available on our Careers Page, to [careers@greenshades.com](mailto:careers@greenshades.com).

### About Greenshades

Greenshades Software is based in Jacksonville, Florida. We were founded by software developers, are run by software developers, and strive to offer the very jobs in the software realm. We are a mid-sized company (about 80 employees) which means we’re small enough to actually get stuff done in a dynamic, fun environment, but big enough to have dedicated QA staff, great benefits, and those fancy development tools you love to use. Our people love it here. If you don’t believe us, just check out the comments on glassdoor.com to see some feedback that isn't coming from HR.