

SynapSense Job Description

Job Title: Director, Quality Assurance
Department: Engineering
Reports To: VP, Software Development
Classification: Full-time
FLSA Status: Exempt

JOB FUNCTION/SUMMARY

The Quality Assurance (QA) Director will plan, organize, coordinate and measure the testing and verification of complex networking and software development projects and systems. Develop and/or oversee the development of testing requirements, plans and schedules; maintains status reports, and negotiates changes to plans. Coordinate and oversee the implementation of verification projects with staff, users, business partners, management, and other key personnel to ensure that specific implementations meet schedules and are properly tested, approved, and documented to ensure the highest quality standards are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other projects/duties may be assigned.

- Management of, and direct involvement in, a team of QA analysts/testers.
- Establishes and enforces QA standards, policy and controls in accordance with best practices.
- Defines, Implements and automates QA test suites, scripts and procedures
- Defines, measures and reports quality and performance benchmarks.
- Documents and tracks test requirements, user workflow, dataflow, and business processes as it pertains to quality throughout the implementation process.
- Collaborates with users, customers, customer facing organizations, business partners and engineering staff to ensure known constraints and risks are explicitly documented.
- Works directly with QA staff to develop, implement, and manage the plans and schedules to meet established deliverables.
- Responsible for monitoring progress against consolidated project schedule, scope, and resource plans; identifying and mitigating detected variance; working with staff and client account management to address resource and schedule problems; and, escalating/facilitating issue resolution for risks.
- Establishes and manages criteria for unit, integration, system, alpha, beta and GA acceptance
- Publishes QA status reporting practices and guidelines..
- Performs internal and external project status and budget reporting.
- Prepares budget and staffing plans and recommendations
- Recommends changes, additions, and modifications, which will facilitate process improvement in the development process as well as operational process of the Company.
- Enhances and Educates team members in and monitors adherence to the development process and QA practice in the course of managing each project.

SUPERVISORY RESPONSIBILITIES

This job has direct supervision of both local and 3rd party QA resources as necessary.

QUALIFICATIONS

- Work evidences excellent written and verbal communication skills. Ability to prepare and present professional presentations to management and clients.
- Excellent time management, organizational, and project management skills required to autonomously direct QA projects through to completion. Ability to plan, prioritize, and delegate work assignments and to effectively manage multiple projects and tasks simultaneously.
- Excellent personal relationship and negotiation skills.
- Understanding and/or experience of software programming logic. Proven systems analysis and requirements analysis skills and demonstrated familiarity with the software development life cycle.
- Advanced experience with Microsoft Office tools (e.g., Word, Excel, Project, Visio and Outlook)
- End-user familiarity with case management / defect tracking tools.
- Ability to travel on occasion.
- Team player that delegates work appropriately, and assists other employees as necessary
- Exercises sound judgment and utilizes initiative and creativity to identify solutions and solve problems
- Provides and accepts suggestions and feedback positively
- Works well independently, and in a timely, organized manner, prioritizing workload and assignments.

REQUIRED EDUCATION and/or EXPERIENCE

- Bachelor or higher degree in technically related field or equivalent experience
- 6+ years experience in Senior Technical Management
- 10+ years in Quality Assurance; Networking and Software QA experience required, Hardware and Firmware QA experience highly desired.
- Experience with testing, use case development, test tool development, requirements gathering, issue/defect tracking systems, client beta programs, test planning and development of automated test suites
- Experienced in JAVA development highly desired
- Experience with off-shore development and QA environments

PHYSICAL DEMANDS

The physical demands needed are: sitting or standing for extended periods of time and dexterity of hands & fingers to operate a computer keyboard and mouse. May work long hours or weekends in order to meet business deadlines. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.