direct commerce

Sr Quality Assurance Analyst

THE ROLE

The primary responsibilities of the Direct Commerce QA Manager will be to implement, support, and manage of QA practices that assure our services, products and processes adhere to customer specifications and standards and adhere to all internal and external quality standards and controls. The Quality Manager will create, oversee and administer quality best practices and focus on continual improvement of quality.

The Quality Manager is a senior technical role with strong experience and skills in quality assurance and test automation. This role is primarily responsible for defining and implementing test strategy and implementation, writing and maintaining test plans, test cases, and test scripts; logging bugs ("issues") and transitioning the issues through the bug life cycle and system life cycle, ensuring their completion and documentation.

Responsibilities include understanding how all the various aspects of the Direct Commerce software and systems work, developing QA approaches that fit the overall strategy, overseeing the execution of test plans, and monitoring the progress of testing.

The successful candidate will be an experienced, hands-on manager with experience operating under short release cycles. He/she will have demonstrated creativity and initiative with product improvements and/or enhancement recommendations in their career.

DUTIES

- Ownership of manual and automated test strategy, test case creation, and execution of test plans for projects and bug fixes
- Facilitate and participate in the planning and execution of all phases of Quality Assurance (System Integration Testing, End to End, UAT, Load Testing, Disaster Recovery, Operational Readiness Testing, etc.)
- Understand test data needs for each project and create plans to ensure required test data is available when test execution begins for each phase, and in each environment
- Effectively communicate the QA status of specific projects across the department, highlighting issues or conflicts between teams
- Provide timely updates on QA progress of projects and iterations
- Define and track QA metrics including coverage, quality & performance
- Ensure that the highest-level quality of testing is performed by the QA team remains strong while being able to manage additional tasks in a fast-moving environment

- Maintain existing QA tools while becoming a key driver of helping set up automation tools and assist with the management of automated tests
- Provide training to outside departments on QA best practices and methodologies
- Develop metrics, procedures, objectives and methods to assess QA progress while utilizing established standards and quality objectives
- Partner with Engineering, Product Management and Customer Support to build and execute on product strategies and customer growth
- Analyze/refine requirements with Product Management and validate through testing
- Become proficient with the Direct Commerce product suite to provide leadership and direction

REQUIREMENTS

- 7+ years overall QA or related experience in SaaS environment
- Solid QA experience with customer facing web solutions
- Understanding of quality assurance processes and techniques
- Keen sense of appropriate quality levels to meet business objectives, and possess ability to define priority quickly and efficiently, while articulating impact to the business
- Experience implementing and working with testing tools
- Proactive self-starter

DESIRED EXPERIENCE & ATTRIBUTES

- BS/BA, ideally in computer science or a related field.
- Familiarity with finance & accounting systems.
- Prior experience in a customer-facing role

ABOUT DIRECT COMMERCE

Direct Commerce is an exciting Software-as-a-Service business that develops and hosts Procure-to-Pay automation solutions for Fortune 500 companies, like The Home Depot, Eli Lilly, Merck and others. Our products include electronic invoicing, remittance and payment, imaging, discount management, dispute resolution and workflow over a secured web-hosted Supplier Portal.

We are a profitable, stable, and continuously growing with many challenging new projects. Everyone on our team knows each other well and we work hard and fun at the same time. We are looking for highly-motivated individuals that care immensely about the customer.

HOW TO APPLY

Qualified candidates are invited to submit a cover letter and resume to jobs@directcommerce.com.