



JOB DESCRIPTION

POSITION TITLE:	QA MANAGER	DATE:	AUGUST 17, 2017
REPORTS TO (TITLE):	DIRECTOR, PRODUCT DEVELOPMENT & QA	DIVISION:	OPERATIONS – QUALITY ASSURANCE
FLSA STATUS	EXEMPT	APPROVED:	
	FOR HR USE ONLY		DEPARTMENT LEADER

POSITION PURPOSE:

The QA Manager is responsible for maintaining a corporate quality assurance system and team that promotes customer satisfaction. Champions continuous improvement efforts and error reduction initiatives to support the established Quality Automation System (QAS); initiate and implement quality improvement activities as appropriate to raise the project and company's service offerings.

The Quality Assurance Manager assures quality of production by developing and enforcing good quality assurance practices, systems and validated processes of all Farelogix development projects. The QA Manager is also responsible for providing documentation and managing staff to enhance standards and QA methods.

I. SCOPE OF RESPONSIBILITIES:

The QA Manager is responsible for managing all QA activities to ensure quality products. This resource should work methodically, paying a lot of attention to detail, spending time planning, organizing, and having the patience to remain on task until the problem is resolved.



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II. PRINCIPAL ACCOUNTABILITIES:

	PRINCIPAL ACCOUNTABILITY STATEMENTS	FREQUENCY	% OF TIME
1	<p>Manage all aspects of the QA team and their activities including manual functional testing, smoke testing, regression, and automation.</p> <p>Manage project deliverable team and automation team.</p>	Daily	30%
2	<p>Day to day management of resources. Including teams locally and off shore.</p> <p>Responsible for hiring new staff as needed and recommend team changes as needed.</p>	Daily	25%
3	<p>Managing software release cycles relating to QA activities, including project/resource assignments, project monitoring and status reporting. Ensuring software release is progressing as planned and making any necessary adjustments.</p>	Daily	25%
4	<p>Manage all automation team activities and strive for continuous improvements on functional coverage and efficiencies.</p>	Weekly	10%
5	<p>Manage all regression testing activities including planning, execution, monitoring, and reporting.</p>	Weekly	10%
6	<p>Identify, research, document, report, prioritize, track and verify software/application defects (bugs). Communicate with appropriate project team members to resolve defects. Test and validate defects reported by customers and other non-QA team members. Validate and confirm product is working as designed.</p>	When Required	
7	<p>Execute test plans: Test software to determine if the functional requirements were met, for absence of program defects, to determine the impact of code changes on other functions, for reliability, consistency, and ease of use using test plans and/or test scripts.</p>	When Required	



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IV. IV. QUALIFICATIONS:

JOB REQUIREMENTS (I.E. SKILLS, EXPERIENCE):

- At least 5 years in a QA manager role.
- At least 8 years experience in Quality Assurance process management of software development testing with a background in quality assurance/quality control methods, process improvement and procedures is required.
- Well-versed in Quality Management Software and Processes. Complete understanding of the Software Development Lifecycle. Familiar with quality assurance principles, inspection techniques and testing procedures.
- Excellent leadership, coaching and mentoring skills
- Willing to work very hard to achieve the highest level of quality
- Experience managing off-shore resources.
- Experience with QA software tools (test management, defect tracking, requirements and traceability measurements)
- Experience with QA automation tools
- Experience working on a QA team-oriented, collaborative environment and working in a rapidly changing environment.
- High attention to detail, organization skills and ability to multi-task, prioritize tasks, and quickly adjust.
- Excellent verbal and written communications skills

The following experience or skills are a plus:

- Industry specific: knowledge of airline reservations systems or Global Distribution Systems (GDS)
- A solid understanding of XML. Prior knowledge and experience with XML-based system interfaces and XML based tools.
- Experience with scripting/development experience using any programming language (preferably, Java or Groovy), understanding of XSLT transformation language, basic computer science concepts such as variables, data types, strings manipulations, regular expressions.
- Experience with QA automation tools (SOAP UI, etc.)
 - At least 1 year of recent 'real' SoapUI experience - clear understanding of SOAP protocol, WSDL, XSD, XPATH.
 - Experience with assertion, data-driven testing in SOAP UI, knowledge on how to transfer data between test steps/test cases/test suites.

EDUCATION:

Bachelor's degree in Computer Science or equivalent work experience

OTHER CONSIDERATIONS (I.E. AMOUNT OF TRAVEL REQUIRED, POSITION LOCATION):

This position is located at the Miami Headquarters.