

Job Title: Quality Assurance Analyst

TrackCore Department: Development

Manager: Development Manager

Location of Position: Grand Rapids, MI

Type of Position: Full | Remote Work

Travel Required: None

Job Description: Quality assurance analyst to assist in maintaining the highest standards of quality in our best in breed application used in the healthcare space. Analysts are responsible for helping to maintain those standards in both existing applications as well as in new development. This individual will routinely be called upon to develop and validate test plans for new application features, and to investigate and document reported defects. They will participate in regular team meetings where their expertise will be called upon to address the challenges at hand and should be able to work both independently and as part of a team.

Core Responsibilities + Duties:

- Create, maintain, and execute test plans for new features and services.
- Investigate, troubleshoot, and document reported defects outside of documented test plans.

General Day to Day Tasks:

- Routinely communicate with both their team and end users regarding new features, defects, and solutions.
- Assist with the documentation for both new and existing application features.
- Perform regression testing on entire applications when needed.
- Learn how applications work both individually and together to become an expert on application functionality.

Desired Qualifications, Certifications + Skills:

- Excellent problem-solving skills.
- A critical mindset and attention to detail.
- Good time management skills and the ability to multitask.
- Good written and verbal communication, especially when discussing technology or healthcare.
- Ability to quickly learn and understand new applications and features based on design specifications.
- Ability to work independently as well as part of a team with some supervision and guidance.
- Ability to collaborate with remote employees via applications such as Slack and Microsoft Teams.
- Software development/script writing experience for creating and maintaining automated test scripts.
- Understanding of SQL and database structure.
- Experience with manual testing and test plan execution.

