



Junior QA / Technical Support Software Engineer

JOB SUMMARY

Support the QA and the technical support team in providing quality assurance services for all software applications to improve software quality, end-user experience, and adherence to customer requirements. Provide technical support services to both internal and external customers.

DUTIES AND RESPONSIBILITIES

- Provide internal/external technical support for software using established customer support standards.
- Investigate/troubleshoot installation, configuration, and use of software in customer environments.
- Provide internal and external device-specific support for supported hardware installations.
- Evaluate/approve/assign, unresolved technical support tickets to the development team and work with developers to resolve issues.
- Design and maintain test plans, scenarios, scripts, or procedures.
- Develop or specify standards, methods, or procedures to determine product quality or release readiness.
- Develop testing procedures that address areas such as database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.
- Document test procedures to ensure replicability and compliance with standards.
- Identify application deviance from standards, and suggest modifications to ensure compliance.
- Monitor application performance to ensure efficient and problem-free operations.
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- Conduct software compatibility tests with programs, hardware, operating systems, or network environments.
- Document software defects using the bug tracking system.
- Maintain the database of known defects and monitor/track bug resolution progress.
- Provide feedback/recommendations to developers on software usability and functionality.
- Design or develop automated testing procedures using a variety of software tools.

DESIRED QUALIFICATIONS AND SKILLS

- 3+ years' experience in software development, testing, or quality assurance.
- Bachelor's Degree (Or equivalent experience in software) Recommended
- Excellent written, oral and client-facing communication skills
- Demonstrated ability to manage multiples tasks and priorities at one time.
- Proven ability to cope with conflict, stress and crisis situations.
- Effective problem – solving and mediation skills.
- Proficiency with office computer equipment and software.
- Proficiency with the Software Development Lifecycle and SCRUM AGILE Methodologies
- 3+ Years' experience with MSFT SQL Server and or Database Management