Manual Quality Assurance Engineer

POSITION SUMMARY

The Manual Quality Assurance Engineer is responsible for the planning, execution and reporting of test results on all products developed in Product Engineering. A Manual QA Engineer will be able to be given direction and work independently, providing updates to their manager on a timely basis. A Manual QA Engineer is expected to have basic knowledge on at least one product and will be able to assist on other products as needed. In addition, they will perform feature, regression and system level testing as well as assist in the development of processes and procedures related to product development. A Manual QA Engineer receives work direction directly from a senior level engineer or higher.

CORE EXPECTATIONS

- Participate and learn configurations, setup and installations of all systems tested for Calabrio products without assistance
- Learn about all Calabrio products developed in Product Engineering and become proficient in using the applications
- Participate in the execution of test cases required for each project and question the performance of the software without assistance
- Develop test cases required for each product and perform maintenance on existing test cases
- Develop test plans required for each product with assistance from a senior level engineer
- Report issues found in Calabrio’s defect tracking system with correct issue severity, describing steps to recreate the issue
- Produce reports that reflect open issues for developers and management to review with assistance from a Senior Quality Assurance Engineer or higher level
- Participate in stress tests
- Coordinate small stress tests
- Participate in the development of a test schedule and work within that timeframe estimated for the testing cycle
- Organize and participate in test plan reviews, take meeting minutes and distribute to attendees, with assistance from a Senior Quality Assurance Engineer or higher level
- Assist Associate QA Engineers with questions
- Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Good troubleshooting and creative problem solving skills for design/specification reviews and creation of test plans and test cases
- Good verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
• Familiar with a product or project life cycle and what is required at each phase for testing
• Understand and have good experience with manually testing products
• Be able to question software features, performance or behavior
• Good understanding of QA and defect management process
• Able to help define system and user requirements through asking questions or following standards
• Ability to adapt to change in direction quickly
• Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

• 4-year technical degree
  o Associate Manual QA Engineer – 6 months experience in testing and/or quality assurance of software or hardware
  o Manual QA Engineer - 2 years experience in testing and/or quality assurance of software or hardware
  o Senior Manual QA Engineer - 5 years experience in testing and/or quality assurance of software or hardware
• Background in quality control and testing
• Knowledge of Cisco Technology and/or Avaya technologies a plus

MENTAL/PHYSICAL REQUIREMENTS

• Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
• Frequent alpha/numeric keyboarding
• Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

• Report to a senior level engineer or management level
• Work closely with peer engineers, group leads and other employees and departments within the company
• Limited direct work with customer and partners

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.
BENEFITS

We value our employees’ time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

To learn more about careers at Calabrio visit our website
To apply to this career opportunity follow this link: https://home.eease.adp.com/recruit/?id=3534121

ABOUT CALABRIO

Calabrio, Inc. is a growing software company that delivers highly innovative solutions for businesses that want to take their customer service organizations to the next level. Through call recording, workforce management, performance management and analytics, Calabrio customers have a new level of information about their customers and about their business. Calabrio delivers the most flexible, intuitive solutions in the industry, and our unique approach is why Gartner placed us as the only vendor in the visionary quadrant this year

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