

# Quality Analyst 1

## Summary

Reviews, plans, communicates, and validates changes and design of software applications. Ensures the standards, procedures, and processes are used as it relates to functionality, usability, reliability, performance, and supportability of ABS software applications.

## Essential Duties, Responsibilities, and Expectations

Responsibilities including, but not limited to, the following items.

- Uses work flows and procedures that meet company's policies and expectations.
- Retrieves, uses, and stores data that meets the company's data compliance requirements.
- Uses standard testing scripts for all projects assigned.
- Works with others to identify problems and possible resolutions to meet release date.
- Identifies areas to improve and promote quality.
- Collaborates on alternate solutions to maximize product reliability and minimize costs.
- Collaborates with all departments in scheduling, prioritizing and solving situations.
- Completes tasks on time or notifies appropriate person with an alternate plan.
- Actively participates in team building activities.
- Attends internal training programs.
- Commits to long hours of work when necessary to reach goals.
- Reviews and responds to QA Manager regarding client complaints regarding quality.
- Contributes to meeting departmental and company success metrics.
- Pursues training and career development opportunities to stay up-to-date on current and future technology, client requirements, and industry trends.
- May work with others on designing and implementing company training classes.
- Contributes to building a positive team/company spirit and supports everyone's effort to succeed.
- Meets due dates assigned.
- Ensures work responsibilities are covered when absent.
- Works with QA Manager or team member to prioritize and plan work responsibilities.
- Discusses with QA Manager any conflicts, comments, complaints relating to company policies, procedures, goals.
- May participate in planning for future software application design.
- Works under immediate supervision.
- May assist on specific projects.
- May assist others with customer meeting.
- Contributes to the time estimates for completion of task. The actual time for

- completion should be within a 30% range (above or below) the QA estimated time.
- All other duties and tasks, as deemed necessary.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Business-Related Contacts**

- Business Services
- Support Services
- Software Development
- Quality Analysis

## **Competencies**

A Quality Analyst Level 1 will demonstrate the following competencies:

- Analytical – Familiar with complex formulas and diverse information; Uses experience to effectively analyze problems and resolutions.
- Problem Solving - Gathers and analyzes information effectively; Uses reason to help explain problems to others.
- Customer Service - Solicits feedback to improve product quality and add value to client's business.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly; Listens and gets clarification; Responds well to questions.
- Written Communication - Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Business Acumen - Some knowledge of industry.
- Cost Consciousness - Identifies cost saving measures; Conserves organizational resources.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Support organization's goals and values.
- Strategic Thinking - Adapts strategy to changing conditions.
- Motivation – Seeks guidance to overcome obstacles; Measures self against standard of excellence.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Adaptability - Adapts to changes in the work environment; Seeks assistance with competing demands; Changes approach or method to best fit the situation; Able

to deal with frequent change, delays, or unexpected events.

- Attendance/Punctuality - Is consistently at work and on time.
- Dependability – Needs instruction, asks for management direction; Takes responsibility for own actions; Keeps commitments.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or Experience

Bachelor's degree in Information Technology and/or 0-3 years of experience in software application testing, consumer finance and/or banking industry, mortgage industry, dealer financing, or equivalent skills and experience preferred.

### Language Skills

Ability to read and analyze various reports and documents related to the software application. Capable to effectively present information, oral and written, in response to questions from team members and management.

### Mathematical Skills

Ability to take complex formulas and verify input/output. Ability to understand industry terminology related to loan origination calculations, servicing loans, and accounting with some guidance.

### Computer Skills

To perform this job successfully, an individual should have current knowledge and basic skills of standard business applications, such as, Microsoft Office (Word, Excel, Outlook, and Access), and Adobe.

### Certificates, Licenses, Registrations

None.

### Other Skills and Abilities

Has knowledge of commonly used concepts, practices and procedures of quality analysis. Must work well in cross-functional teams. Excellent written and verbal skills.

### Other Qualifications

None.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Generally, the work environment is indoors.