

Title: Sr. Quality Assurance Engineer

Department: Product Engineering

Position Description

The Senior Quality Assurance Engineer is responsible for the planning, execution and reporting of test results on all products developed in R&D. In addition, they will perform feature, regression and system level testing as well as develop and define processes and procedures for related to product development.

Position Expectations

- Experience with running and analyzing load or capacity tests on hardware to measure software performance
- Ability to set up load tests which require working with many of our lab servers, need to work efficiently.
- Comfortable in setting up test utilizing various third party and in-house tools to generate load on lab servers
- Ability to analyze data from load test and present meaningful information to management.
- Ability to troubleshoot hardware issues, familiar with networking will be essential.
- Ability to summarize and statistically analyze data from load tests and present meaningful information to management.
- Familiarity with any of the following Cisco components would be a benefit, but not required:
 - Cisco Call Manager
 - Cisco Intelligent Contact Management
 - Cisco Customer Response Solution
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- Leading in the test planning, execution and gathering of test results for various projects.
- Lead and train on configurations of various systems tested in R&D and be able to setup equipment.

- Lead and train on the installation and configuration of software to be able to set up a complete system for testing.
- Responsible for learning about all Calabrio products developed in R&D and become proficient in understanding how they work.
- Lead in the development of test plans and test cases required for each project.
- Lead in the development of a test schedule and work within that timeframe estimated for the testing cycle.
- Ability to escalate critical issues found to appropriate management channels.
- Ability to execute test plan and test cases.
- Able to report issues found, describe steps to recreate the issue and follow on issues until resolution.
- Produce summary defect reports that reflect open issues for developers and management to review.
- Produce defect trend reports that reflect defect trends for each project.
- Able to review trend reports to determine where defects are being found and come up with suggestions for additional test cases and add to the existing test plan.
- Ability to help identify areas of code which are problematic or complex and create additional test cases to cover these areas.
- Ability to create, update and follow processes for setting up and running automated overnight or weekend tests, review status of tests and report results.
- Able to coordinate stress tests in which several R&D members participate to stress the system under test.
- Able to also participate in stress tests and communicate results.
- Able to perform other duties as assigned.
- Participate in test plan reviews, take meeting minutes and distribute to attendees.

Core Competencies

- Detail-oriented and thorough in review of software applications
- Able to find software defects

- Experience in formal software or hardware testing, developing test plans/test cases and test execution.
- Familiar with a product or project life cycle and what is required at each phase for testing
- Familiar and comfortable with setting up labs and equipment, able to work independently on trouble-shooting computer issues, installing and/or configuring software and/or knowing where to get help if needed
- Able to determine serious issues or defects and escalate to proper management channels.
- Able to work effectively with developers, managers, tech writers and support engineers in a close-knit team environment.
- Able to identify where processes may be additionally required.
- Able to document processes or procedures.
- Able to train other individuals on software or hardware setup, installation or configuration.
- Able to help define system and user requirements through asking questions or following standards from previous experience.
- Able to embrace new technology and lead exploration if necessary.
- Ability to adapt to change in direction quickly.

Education/Experience

- 4 years experience in testing and/or quality assurance of software or hardware
- 4-year technical degree

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 apply for this career opportunity please follow this link: <https://home.eease.com/recruit/?id=486243>

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