

Quality Assurance Analyst

Information Technology Services Department

Summary:

The Quality Assurance (QA) Analyst is responsible for ensuring that the technology solutions delivered by IT meet the desired standards of the firm. They create test procedures and implement standard protocols that can be used to measure success.

To achieve this, the Quality Assurance Analyst partners with the Senior BA and other cross functional technical and non-technical stakeholders throughout the lifecycle of IT solution delivery to ensure that requirements have been identified and solutions have been tested and delivered that meet the quality standards identified by the function.

The position requires an individual with strong technical competence, relentless customer focus, communication skills, and a desire to help prevent/ resolve issues to promote the delivery of reliable, secure and effective technology solutions.

[Email Resume Here to Apply](#)

Qualifications:

Education & Credentials:

- College degree is strongly preferred, ideally in Computer Science, Information Systems, Business Administration, Finance, or a related field. Master's degree is preferred.
- Appropriate technical certification(s) are preferred.

Duties and Responsibilities:

- Develops, establishes, and enforces the framework, process, and standards for technical and non-technical review, testing and validation of technology solutions.
- Identifies measurements and testing standards for new software, systems, products, and/or enhancements to existing software, systems and products throughout the development life cycle.
- Identifies quality standards during testing phases, ensures compliance with defined exit criteria for test validation.
- Establishes supporting artifacts for testing (e.g., test plans and scripts).
- Owns testing deliverables and activities for high-criticality projects. Reviews projects for defects and errors and tracks progress on defect resolution.
- Coordinates testing of new solutions to ensure that integration into Firm systems meets functional requirements, system compliance, and technical specifications.
- Communicates test progress, test results, and other relevant information to project stakeholders and IT/Firm leadership.
- Assists with managing quality assurance and testing aspects of projects and interdependencies.
- Evaluates, justifies and recommends automated test tools and data collection tools as needed.
- Conducts research on leading test management practices and tools and technologies landscape to justify recommendations and support purchasing decisions and/or optimization efforts.

Qualifications (Continued):

Knowledge & Experience:

- 5+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
- Demonstrated experience with system testing metrics, best practices and methodologies.
- Demonstrated experience with release management.
- Direct hands-on experience with ad-hoc query programs, automated testing tools and reporting software.
- Experience with current release and deployment standards.
- Experience in leading and influencing IT/non-IT staff of all levels to adopt testing standards, processes and controls.
- Knowledgeable of various SDLC/Project Management methodologies (e.g., waterfall, agile).

Skills & Expectations:

- Proven analytical and problem-solving skills.
- Proven ability to translate data into insights.
- Excellent problem solving and debugging skills.
- Highly motivated, analytical, organized and efficient.
- Ability to work well under pressure.

Duties and Responsibilities (Continued):

- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: Business Engagement and Quality Assurance Manager

Workplace Type: Hybrid

Salary range is \$86,000 - \$121,000

Qualifications (Continued):

- Ability to stay abreast of business and technology trends related to quality assurance and testing.
- Expertise in a wide range of technology systems and solutions.
- Expertise in quality control.
- Ability to think abstractly and see how small details relate to the bigger picture.

Work Location & Conditions:

- Washington, D.C.
- Core hours of 9:00 am – 5:30 pm, Monday-Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

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