

Job Title: Quality Assurance Specialist
Location: Melbourne, Florida
Contract: SAQMMA15D0080/SAQMMA17F0300
PD Revision: 9/18/2017
Please Contact: Al Gnad / agnadt@strategichiringsolutions.com / 703-863-6816

The Quality Assurance Specialist requires an energetic and disciplined professional to support a mission-critical global IT Operations program. It requires strong business skills, customer interaction experience and the ability to collaborate with technical team leads and support the entire team.

The Quality Assurance Specialist is responsible for measuring, monitoring and reporting compliance of all of the program's Performance Work Statement (PWS) Acceptable Quality Level (AQL) metrics. These AQLs are critical to the success of the program given the customer is using them to grade our performance. The Quality Assurance Specialist will also be responsible for managing his/her own projects, as well as working with others on the program to help manage the projects that they lead. This role is also responsible for all formal project documentation of the quality assurance plan. The position will report to the Project Management Specialist team lead.

Responsibilities

- Audit deliverables produced by the team to verify that they align with the methodological approach to the project and that they further the progress of the project
- Conduct formal and informal quality assurance reviews
- Maintain the level of quality throughout the contract period of performance.
- Responsible for managing and reporting SeeSOR AQL compliance
- Lead and manage data mining projects, analyze problems, and make oral presentation to federal and contract management;
- Organize and report on cross functional information technology projects
- Monitor inbound and outbound communications to observe customer satisfaction;
- Collaborate effectively with Contractor and Federal staff;
- Increasing responsibilities in quality assurance, quality control, and team leader responsibilities.
- Follow ITIL best practices.
- Identify and implement ITIL framework initiatives into the program.
- Contribute to project meetings and ensure quality standards
- Share responsibility for change requests workflow, coordination and processing
- Share Configuration Management duties with projects staff
- Manage multiple small projects simultaneously
- Assist projects team in to develop work plans, schedules, cost estimates, resource plans, project tracking analysis and provide status reports as required
- Interface with end users, department leads, and key personnel regarding IT projects
- Provide scheduling tool support (resource leveling, reporting)
- Measure and report progress of project teams, including key milestones, deliverables, schedule, possible risk, and necessary modifications of methodology to Program Manager and customer
- Contribute to status meetings

- Manage and administer the project team risk log
- Maintain quality assurance documentation repository
- Perform other duties as assigned

Required Experience and Education

- Bachelor's Degree in a related technical discipline or the equivalent combination of education, technical certifications or training, or work experience providing quality assurance analysis for a multi-tier/level Contact Center required.
- Six (6) years or more of directly related experience supporting and providing quality assurance analysis. Three (3) years must be specialized.
- Must hold a current and valid industry Configuration Management or Quality Assurance certification.
- Must have and retain a SECRET-level national security clearance as a condition of employment.

Specialized Experience (3 years required) includes:

- Configuration Management
- Verification and validation

Knowledge and Skills

- Expert knowledge of MS Project, MS Office Suite, presentations, reports, and spreadsheets
- Strong Business Skills
- Working knowledge of PMBOK and ability to use those skills in a project
- Strong written and verbal communications skills in English
- Excellent customer support skills
- Ability to track and monitor multiple projects
- Strong technical writing experience specifically in Information Technology

Preferred:

- Experience in information technology operations and/or supply chain management fields

Physical Requirements/Working Environment

This position routinely uses standard office equipment such as computers, phones, network multifunctional printer.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to walk or stand on level and/or inclined surfaces up to two (2) hours per day and sit for up to six (6) hours per day.
- Must be able to routinely climb / descend stairs.
- Must be able to read and interpret electronic or paper documents.

Works in a normal office environment with controlled temperature and lighting conditions but will transit light warehouses with limited climate control. Will be required to travel between several work locations within a 10 miles radius to attend meetings and perform job functions.