

Position Title – Quality Engineer/Analyst
Department – Professional Services
Location – Westborough, MA



Posted – January 2012

Position Description -

ViryaNet is seeking a highly motivated individual to be responsible for the quality assurance on project implementations of workforce management software applications. This includes QA against requirements, design, specifications, and configuration. Our ideal candidate will possess experience with black-box testing in a QA role, with additional business analysis experience. Excellent technical and communication skills are required, with the ability to create and update internal and customer-facing documentation. Experience with the creation of software test plans and development of detailed test scenarios are required. Additional experience with automated testing tools, as well as experience as a trainer of software application usage is a huge plus. This is your chance to work in a successful Professional Services organization, make your mark, and grow within the company. Candidates will be part of multiple project implementation teams and will be a QA representative to ViryaNet customers, therefore must have excellent communication skills.

This position reports to the Director of PS Operations within the ViryaNet Global Services Organization. This organization is responsible for ensuring the effective delivery of professional services projects, for customer implementation of the ViryaNet software product suite.

** We also have an entry-level QA analyst position available, which requires a technical background in CS or similar, organizational skills, and a desire to be in the Quality Assurance field. **Related co-op and internship experiences are ideal** and will put you at the top of the list for interviewing!!

Responsibilities -

Duties and responsibilities include, but are not limited to the following:

- Provide overall quality assurance testing on assigned project implementations and act as the project quality engineer. Test specific project implementations from a functional perspective, against requirement documents and specifications.
- Create test plans, detailed test scenarios, and perform thorough testing against them, documenting progress and findings. Usage of an issue tracking tool is also involved.
- Track quality metrics and evaluate quality performance on assigned projects.
- Act as a focal point with the customer for quality concerns.
- Consult with other project team members such as Quality Lead, Solution Architect, or Business Analyst, or with other department resources as necessary to meet customer and project quality standards.
- Review all project documentation and provide feedback as part of quality team.
- Grow into a Quality Lead position to provide leadership on assigned projects for all internal quality assurance testing efforts and support customer user acceptance testing for assigned projects.

- This includes the creation and execution of a test plan, standard test cases, as well as test scenarios specific for the customer implementation.
- Create and provide customer training and UAT preparation services, as expertise evolves.
- Eventually provide training, both developing materials and conducting training for assigned specialized subject areas of the ViryaNet products. Such training responsibilities will be both internal to ViryaNet and to specific customers or partners.
- Adhere to ViryaNet established standards for quality assurance processes and training methods.
- Ensure quality and training efforts for the assigned projects are completed on budget, on time and according to acceptable standards to ensure customer satisfaction.
- Provide input and recommendations to the PS and other teams for quality improvement initiatives.
- Utilize automated testing tools where appropriate.
- Contribute and provide assistance to the ViryaNet Product QA team, if assigned.
- Contribute to the update and maintenance of the ViryaNet Customer Training Catalog.
- Work with the department management to further define and refine standard template test plans and cases based on baseline project type.

Requirements–

Skill Set Requirements:

This position requires an energetic and highly-focused individual with an understanding and exposure to the Software Development Life Cycle and Professional Service practices. Proven experience with QA testing of application software, with a positive contribution in a fast-growth, fast-paced environment is important. Strong verbal and written communication skills and an analytic mind with a pro-active approach are essential.

The ideal candidate will have:

- 1-4 years software testing experience, or related software development and business analysis experience.
- BA / BS – CS or other related technical area (Business Systems Analysis, MIS, etc.)
- Experience with software development including aspects of the Software Delivery Life Cycle
- Experience running database queries using SQL on Oracle or SQL Server
- Prior employment experience in a role with external customer interactions
- Experience writing customer-centric documentation and presentations
- Ability to travel (up to 25% travel), mostly US-based.
- US Citizenship required.

Additional skills:

- Experience performing technical training for software applications is a huge plus.
- Hands-on experience with a PSA tool is a strong plus.
- Experience with business intelligence, data marts, reporting tools and java a plus.
- Experience with document management and/or MS SharePoint are a plus
- Familiarity or experience with organizations employing a field service workforce, such as utilities, telecommunications, retail stores, etc. is considered a strong “plus”.
- Experience with workforce management, work delivery or resource scheduling systems

ViryaNet Offers a professional work environment, competitive wages, paid vacation and holidays, a comprehensive benefits package, and excellent growth potential.

About ViryaNet:

ViryaNet provides packaged industry solutions that intelligently guide, automate, and optimize both simple and complex field service work, resulting in operational excellence. ViryaNet’s solutions specialize in the functions of scheduling and dispatching resources and enabling mobile field communication. ViryaNet possesses over a 20-year history in the field service space, a vast number of customers across a variety of industries, and strong partnerships with leading platform and system integration companies. Headquartered in Westborough, MA, ViryaNet enjoys a worldwide presence with offices and customers located in North America, Europe, and the Pacific Rim. For more information, visit www.viryanet.com.

Job Title	Quality Analyst; QA Analyst; Quality Engineer;
Company Name	ViryaNet
Email	careers@viryanet.com
Website	http://www.viryanet.com
Salary	Commiserate with experience
State	Massachusetts
City\Town	Westborough
Region Metro Area	Location -> Massachusetts -> MetroWest
Job Type	Job Type -> Full-Time
Category	Category -> Software -> Quality Analyst Quality Engineer QA Professional Services

ViryaNet is an Equal Opportunity Employer.