Jr. QA Analyst

Astea International (NASDAQ: ATEA) is a global provider of software solutions that offer all the cornerstones of service lifecycle management, including customer management, service management, asset management, forward and reverse logistics management and mobile workforce management and optimization. Astea's solutions link processes, people, parts, and data to empower companies and provide the agility they need to achieve sustainable value in less time, and successfully compete in a global economy. Since 1979, Astea has been helping more than 600 companies drive even higher levels of customer satisfaction with faster response times and proactive communication, creating a seamless, consistent and highly personalized experience at every customer relationship touch point.

Because of continued growth we are currently hiring for a **Jr. QA Analyst** position in our **Horsham Office.**

Position Summary:

The Jr. QA Analyst is responsible for performing software testing and quality assurance tasks during software development life cycle on assigned projects for Backend and/or Mobile applications, prior to release. The Jr. QA Analyst 1 is also responsible for communicating with other departments within the Client Services, Core Product and QA Representatives to resolve issues relating to assigned tasks.

Responsibilities:

Perform the following duties and responsibilities (with supervision, as needed) utilizing defined procedures and processes:

- Completes assigned QA tasks to ensure achievement within deadlines and expectations of those tasks.
- Reviews requirement documents and executes test scripts, updates test matrices, and test plans for both functional and nonfunctional testing.
- Identifies, analyzes, and documents defects, questionable functionality, errors and inconsistencies in the software/products using established processes and procedures, as well as following through to completion.
- Verifies that consultant/programmer documentation is correct and complete. Completes QA related documentation.
- Communicates effectively with Management, Programmer Analysts, Business Analysts, and Project Managers to provide QA scheduling/planning for projects, as well as defect resolution during software development life cycle in a concise and professional manner.
- Escalates issues/problems to the appropriate party as needed, and tracks issues till completion.
- Continuously develops and maintains understanding of Astea product offerings.
- Works independently and as part of a team, without close/frequent supervision, keeping focused on short and long-term objectives.

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Requirements:

- Bachelor's degree (BS or BA) from four-year college or university in business, computer science, or related field.
- 1– 2 years related experience and/or training or equivalent combination of education and experience (preferred).
- Knowledge of the software development life cycle, especially in the analysis of software design and code development and its application to testing (preferred).
- Experience in analyzing business requirements, writing test scripts, test matrices and test plans with understanding of the QA process, and working with Programmer Analysts, Business Analysts and Project Managers to track defects through to resolution (preferred).
- Experience in testing software products according to industry standards with a focus on manual testing. Knowledge of bug tracking tools such as Quality Center and/or TFS (preferred).
- Experience/knowledge of testing major mobile operating systems such as Android, iOS and Windows Phone (preferred).
- Experience/knowledge of testing web applications (preferably .Net) and mobile applications (preferred).
- Strong analytical and problem solving skills, detail-oriented with a passion for testing.
- Strong verbal and written communication skills, with an ability to express various concepts in audience appropriate terms.
- Must be proficient with MS Office applications (Word and Excel).