QUALITY ASSURANCE MANAGER

The Quality Assurance (QA) Manager will oversee the activity of the Quality Assurance Department and staff. Developing, implementing, and maintaining a reliable system of quality testing for the organisation's client digital solutions provided by Sova.

Duties/Responsibilities:

- Develops, implements, and manages processes to ensure that products configured meet required specifications for quality, function, and reliability prior to client release.
- Identifies and sets appropriate quality standards and parameters for products.
- Communicates quality standards and parameters to QA team, implementation team, and other appropriate staff.
- Coordinates product testing processes via Monday.com QA board.
- Participates in product testing in accordance with the Testing Spec document.
- Identifies and analyses issues, bugs, defects, and other problems, particularly when problems recur in multiple products; recommends and facilitates solutions to these issues.

Supervisory Responsibilities:
- Hires and trains quality assurance staff.
- Oversees the daily workflow and schedules of the team.
- Conducts performance evaluations that are timely and constructive.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organisational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

- Experience in related field required with supervisory experience a plus.

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