

ROCKFORD MUTUAL INSURANCE COMPANY

JOB TITLE: Information Technology – Quality Assurance Analyst

SUMMARY

The position of Quality Assurance Analyst is responsible for developing and executing software test plans to identify software problems and their causes. The QA Analyst works closely with developers, business analysts, and project managers as well as other company associates to define, prioritize and communicate testing requirements, test results and the status of QA-related tasks relevant to the completion of a product/project to ensure the goals and objectives are met. The QA Analyst must be able to guide the organization through an evolution from manual testing to automate testing as the various lines of business continue to grow. All essential job functions should be performed with minimal supervision or assistance.

EDUCATION / EXPERIENCE:

- Bachelor's degree in Information Systems, Computer Sciences, or related field.
- 4+ years of previous experience as software quality analyst.

POSITION REQUIREMENTS:

- Quality Assurance Analyst will be responsible for initiating, planning, executing, controlling, and closing test activities related to complex application and system implementation projects using formal project methodology.
- Write, publish and maintain test plans, test cases and test scripts.
- Ability to design and maintain test data for projects.
- Development of test plans for highly complex projects.
- Develop detailed test strategy, test approach, and schedules, including goals, and risks.
- QA Analyst will review test results and follow defect management process.
- Working knowledge of automated testing tools including experience with scripting languages, and/or open source test tools (Selenium, Fit, FitNesse, Canoo, WebTest, HtmlUnit or others) and/or commercial test tool scripting languages.
- Demonstrate problem solving skills.
- Drive and natural tendency to keep personal technology skills up to date.
- Strong interpersonal communication skills with the ability to interface with business partners and respond to their requests.
- Proactively analyzes and reviews emerging technologies, changes in the insurance industry, and the business functions.

PRIMARY RESPONSIBILITIES:

- Understand how Rockford Mutual systems interact and integrate.
- Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to established guidelines.
- Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.
- Reviews new or modified programs, including documentation, diagram, and flowcharts, to determine if programs will perform according to user requirements and conform to guidelines.
- Recommends program improvements or corrections to development associates.

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- Reviews results to identify program processing errors.
- Enters instructions into the appropriate tool to test programs for validity of results, accuracy, reliability, and conformance to establishment standards.
- Observe the testing system during the program execution to detect error codes or interruption of program and correct errors.
- Identifies differences between establishment standards and user applications. Recommends modifications to conform to standards.
- Monitors program performance after implementation to prevent reoccurrence of program operating problems and ensures efficiency of operation.
- Sets up tests at request of user to locate and correct program operating error following installation of program.
- Conduct compatibility tests with vendor-provided programs.
- May evaluate testing tools or testing methods for feasibility.
- May develop utility programs to test, track, and verify defects in software solutions.
- May write programs to create new procedures or modify existing procedures.
- Contribute to the team effort by communicating project status and time allocation on a regular basis.
- Maintain business partner confidence and protect operations by keeping information confidential.
- Other Duties
 - All other duties as assigned.

DEMONSTRATED COMPETENCIES:

- The ability to communicate in a pleasant and efficient manner with people at all levels in the Company.
- Self-starter/self-motivated, capable of staying on track and pursuing solutions with minimal supervision.
- Ability to communicate information in business terms and/or technical terms based on the audience.
- Ability to work under pressure, meet deadlines and handle multiple tasks simultaneously.
- Must have knowledge of Microsoft Office products, other software and equipment used to perform the duties of the position.
- Must be able to work with a sense of urgency and be well organized.
- Must be able to communicate effectively both verbally and in writing.
- Must be able to establish and maintain good working relationships with users, peers, and managers.
- Requires an understanding of the Company's business functions and work processes to support user issues.
- Ability to operate standard office equipment that includes telephones, PCs, printers, calculators, copiers, and fax machines.

PHYSICAL DEMANDS:

- Frequent standing, walking, sitting, use hands to finger, handle, or feel and talk or hear.
- Specific vision abilities including close vision, distance vision, color vision, depth perception, and ability to adjust focus.

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- Extended viewing of computer monitors throughout the work period.
- Ability to lift equipment weighing up to 20 pounds.

WORKING CONDITIONS:

- Generally temperature-controlled environment.
- Low to moderate noise.

OTHER:

- Reliable transportation.
- Ability to pass required background check.
- Dress appropriately for work demands.
- Maintain standards for personal grooming and hygiene.

CORE COMPETENCIES:

- **Achieves Results/Has Bias for Action** – Achieves stretch results. A strong bias for action with a sense of urgency and high energy. Practice collaborative working environment to achieve more.
- **Attitude** – That is positive, sincere, and trustworthy. Maintain a strong work ethic and encourage others to do the same. Never let up on quality and doing the right thing that is in the best interest of Company and users.
- **Customer/User Focus** – Has ability to look from user's view. Viewed as a partner by users. Anticipate user needs to ensure no barriers to doing business with Rockford Mutual Insurance Company.
- **Uses Effective Communication Skills** – Candid, clear and concise in communication. Effectively matches style, tone, and method to audience. Connect with intended audience. Manage communication and feedback within the organization.
- **Displays Leadership/Team Orientation** – Works collaboratively to achieve organization's success. Effectively uses position and interpersonal skills, mobilizes, and inspires others to take action (situational leadership).