



Position: Quality Assurance Analyst
Reports to: IT Project Manager
Department: IT
Location: Head Office Toronto, Ontario (temporarily remote)

The Opportunity

The QA Analyst will be responsible for defining the overall testing strategy, designing test suites and supporting overall application compliance. This individual will be responsible for planning, managing, maintaining, coordinating and executing the test scripts.

How You Will Be Spending Your Time

- Working in collaboration with Product Managers and/or Business Analysts to write concise acceptance criteria and provide comprehensive gap analysis during the development of requirements
- Working closely with all stakeholders, including developers, to ensure that quality is built into every step of the process, rather than at separate stages.
- Lead the team in planning, preparing and executing effective test efforts and walkthroughs
- Help manage, create, and deliver testing strategies and plans using risk analysis methodologies and tools that align with the development approach/methodology selected for their assigned project
- Ensure the test process, methodologies and tools are applied appropriately and that the test phase entry/exit criteria are agreed to by stakeholders and applied by the test team
- Communication and understanding of the impact to testing for scope changes to the project management team both from a timeline/cost and a risk perspective
- Prioritize testing tasks based on goals and risks of projects and ensure testing milestones, activities and tasks are completed as scheduled
- Support the team in creating reusable test assets for both manual and automated test scripts
- Lead the continuous, measured improvement of testing processes, strategies, plans and frameworks
- Primary liaison for testing resources and business participants on business acceptance test support
- Manage relationships with project team members, third party vendors/ service partners, release teams and client areas as appropriate
- Provide assistance/guidance to teammates on policy, procedures, testing tasks and training in general
- Helps in implementation of new testing strategies
- Be creative to solve current issues and shape the product to bring it to a higher quality
- Document business requirements in various forms, usually in natural-language documents, use cases, user stories, or process specifications
- Participate in planning sessions to improve business processes for the creation of business requirements and test cases
- Assess business needs utilizing a structured requirements process (gathering, analyzing, documenting, re-evaluating, and managing changes) to prioritize immediate business needs and recommends options
- All other duties as assigned by management

The Skills, Experience and Requirements You Need to be Successful

- Bachelor's Degree in Computer Science, Software Engineering or related experience
- 5 - 10 years of QA experience, with at least 2 - 4 years of solid work experience in a Test Lead role
- Experience testing mobile sites and native applications



- Experience working in an agile software development team promoting methodologies and frameworks such as Scrum and TDD
- Excellent communication (both verbal and written) and interpersonal skills
- Experience working on an e-commerce and loyalty platforms within travel is a plus
- Experience working in Laravel frameworks is a plus
- Ability to work under pressure and react with urgency, meet deadlines and produce results on time
- Ability to respond quickly and effectively under constant changing conditions
- Ability to work in a multi-function, multi-tasking, detailed environment both within a team as well as independently

The Company values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the company will provide accommodation, accessible formats and communication supports for the interview upon request and we will work with you to meet your accessibility needs.