



POSITION: Quality Assurance Technician

FLSA: Exempt
REPORTS TO: AVP Client Development
DEPARTMENT: Client Development

Last Revised Date: 11/17/2010

POSITION SUMMARY

Quality Assurance Technician assists in defining, publishing and implementing policies and procedures to ensure eDOC's software quality standards are met. The Quality Assurance Team is responsible for quality assurance of software products, documentation, and training, with responsibility for many different software solutions with particular emphasis on one or more key areas:

Test, Evaluate & Validate: Develop testing, scripting, system utilization and load sequences; evaluation of software usability and delivery viability for; and validation and management of defects in software and documentation for implementation and end-user utilization for eDOC Innovations software products, including CheckLogic, CheckLogic Lite, 2020eDOC, 2020iDOC, 2020COLD, Email-4-Statements, ProDOC Receipts, ProDOC Forms, ProDOC Packages, 2020DOC and other related products. Participate in Design team meetings and project review sessions not only as a way to learn about the product to be documented, but also to contribute an end-user's perspective to the design process.

Communications: Handle client communications as a Level 3 support resource and working with Technical Writers to produce alerts, announcements, web page content, and other written communications between eDOC Innovations and its clients related to software quality. Duties include learning from subject matter experts, composing testing sequence content, developing the procedures and practices to the organization's presentation standards, and sending the communications via the appropriate delivery channel (email, website, regular mail, etc.).

Development: Assist in providing direction for the writing of project requirements ("specifications") for DocLogic, idocVAULT and related software development projects. Work with Design Team leaders in establishing design requirements for new products as well as enhancements to existing products; create and maintain specification documents for use by programmers; maintain QA hardware and other related QA systems. Attend spec and project review sessions and work with programmers to provide recommendations for product improvements, Production and Design team leaders, and Technical Writers to answer questions and further clarify the intent of project as needed while under development.

Department Playbooks: Work with other departments in the organization to develop extensive utilization and delivery systems for the team's functional and daily processes "playbook" formats, including an annual QA product plan. This effort is part of an overall theme of promoting collaboration and shared work. A playbook provides a statement of work to define the department's activities, and can also be used as a template for organizations that want to start a similar effort.

Other Materials: Develop other Quality Assurance written publications as needed including training and implementation materials, flyers, brochures, presentations, etc. Assist other teams with editing or writing content for other publications and written materials.



ESSENTIAL JOB FUNCTIONS

1. **Documentation:** Develop written QA plan for software features release.
2. **Communications:** Compose and deliver written communications to staff and clients on software releases.
3. **Development:** Assist in producing specifications for eDOC core products and related software development projects.
4. **Playbooks:** Assist other teams in developing departmental playbooks, procedures, and other related documentation.
5. Provide support to staff and regarding software utilization needs and compose and produce written materials for other projects as needed. Work with subject-matter experts throughout the organization and translate their expertise into written documentation.
6. Maintain a positive contribution as a member of the Writing Team, and complete all tasks assigned by management to meet team objectives.

JOB QUALIFICATIONS

1. Superior written and verbal communication skills. Aptitude for compliance of standards, policies and procedures.
2. Demonstrated skills explaining computer-related information, or the equivalent, in a written or verbal form. Experience developing software-related testing scripts and load testing preferred.
3. Above-average PC software skills, including comfort with installing and configuring operating systems, hardware, and peripheral devices. Familiarity with compliance standards preferred.
4. High School graduate or equivalent is required.
5. Two-year degree in business-related field or equivalent work experience is required.
6. Excellent organizational skills; ability to manage multiple projects simultaneously; ability to effectively handle rapidly-changing priorities and meet deadlines.
7. Excellent attention to detail; strong proofreading and editing skills.
8. Self-directed, able to take initiative.
9. Ability to use discretion when dealing with sensitive or confidential data.

WORK ENVIRONMENT & PHYSICAL ACTIVITIES

eDOC Innovations operates in a professional office building setting. Some job assignments at eDOC Innovations are primarily conducted within the office building(s) while others have moderate to extensive travel responsibilities as described in the Job Functions and/or Job Qualifications section(s) above. eDOC Innovations is committed to working with its employees to reasonably accommodate them with the physical aspects of the position.

Notice: This job description is not intended to be, nor should be construed as a contract for employment. eDOC Innovations makes no guarantee of permanent employment. This job description is to be used as a guideline to give the employee an understanding of what eDOC Innovations has defined this position to be.

eDOC Innovations will make reasonable accommodations for the known physical or mental disabilities of qualified applicants unless to do so would cause an undue hardship. Disabled individuals who feel accommodation is needed to perform their job, or the job for which they have applied, must notify eDOC Innovations in writing of the need for reasonable accommodation within 180 days after the date the individual knew or reasonably should have known that an accommodation was needed. eDOC Innovations, thereafter, will make all reasonable accommodations unless to do so would pose an undue hardship.

eDOC Innovations is willing to accommodate disabilities to the extent a financial service organization can without impacting financial control or member service. eDOC Innovations is an Equal Opportunity Employer.