



Job Description

Introduction	
Position Title	QA Analyst
Reporting To	Development Manager
Company Overview	
<p>DocsCorp is a privately owned Australian software company, providing a range of software tools to allow information-centric enterprises to more easily share electronic documents.</p> <p>DocsCorp software integrates with Document Management, CRM and Practice Management systems and enables seamless and secure distribution of documents and information via email and internet.</p> <p>DocsCorp has more than 3,500 customers worldwide, including professional service firms, Government departments and corporate enterprises. DocsCorp technology is licensed by major software vendors and publishers including CCH and Quicken and its products are sold and supported via a global partner network.</p>	

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<p>A career as a QA Analyst in the Research and Development group will provide you with the opportunity to be involved with many aspects of the software development lifecycle.</p> <p>DocsCorp requires a QA Analyst to join an enthusiastic team with desires to develop their career in software quality assurance, where you will learn new and widen existing skills from day one.</p> <p>A career with DocsCorp as a QA Analyst will afford you a wide degree of creativity and latitude to achieve results for the company and offer strong growth possibilities for yourself. Your technical IT skills must be matched by a personable nature and strong empathy with the business users. You will have regular direct contact with our clients/prospects by phone, email and internet meetings as well as engaging heavily with the support team in North America and Europe, and the development team in Australia, in the process of software development.</p> <p>As a QA Analyst, you will be working in a team, testing new software releases, and assisting in the development of test procedures, implementation of test methodologies and management of testing.</p> <p>DocsCorp will consider candidates with 3 years or more experience in software development testing, and similar experience in automated testing. It is imperative that you have an aptitude for solving problems, an enthusiasm for technology in general and a strong willingness to learn and grow with the company.</p>

Key Responsibilities

- Ensure high quality solutions to meet or exceed client expectations.
- Perform all aspects of product testing including functional, regression, performance, usability, acceptance and ad hoc testing, via manual or automated testing mechanisms.
- Consult with clients/colleagues for clarification of requirements.
- Assist Sales in technical pre-sales discussions with prospects.
- Investigate client and prospect issues (escalations) raised by Support.
- Problem solve as part of a team, or individually, to meet the needs of the project.
- Contribute to the tracking and resolution of bugs and enhancements.
- Contribute to the DocsCorp Knowledge Base by writing relevant KB Articles.
- Contribute to the enhancement of new and existing products.
- Continually improve the effectiveness and efficiency of the quality assurance team.

Position Requirements

Mandatory Skills and Experience

- 3+ years commercial experience executing automated and manual testing.
- Degree, or equivalent experience or qualifications
- Excellent problem solving skills.
- Excellent customer service and customer support skills.
- Excellent verbal and written communication skills.
- Strong practical knowledge of Microsoft Office and Microsoft operating systems.
- Strong practical knowledge of automated testing tools.
- Ability to work in an extremely fast paced environment.
- Self motivated, with judgement to plan and accomplish goals under pressure.

Desirable Skills and Experience

- Experience with supporting/troubleshooting network and printer issues.
- Experience with supporting/testing applications using:
 - .NET Framework and COM technologies.
 - Microsoft SQL Server Enterprise Manager or Management Studio.
- Experience analysing trace and log files and other diagnostic materials.
- Experience in a help desk environment, or general customer service.
- Development of software test cases, test plans and/or test reports.
- Desire to perform above and beyond the requirements of the role.

Benefits

- Salary
- Profit Share

DocsCorp is committed to meeting the goals of each individual's career, whenever possible. As a rapidly growing company, DocsCorp has many opportunities in many areas of expertise.

At DocsCorp, you will make a difference.