Software Quality Assurance and Testing Manager

JAI Software is an innovative software company based in Augusta, Maine. We provide mission-critical, cloud-based program management solutions to State Government agencies and Non-Profits nationwide. Our platform delivers essential community services, including Weatherization and LIHEAP energy assistance. Our solutions manage and deliver critical community service programs such as Weatherization, LIHEAP, and other related energy assistance services. We take pride in making a positive difference in communities across the country as we provide program management software to State Government agencies and Non-Profits across the country.

JAI is looking for a Software QA Testing Manager who values collaboration, technical excellence, and the opportunity to ensure high-quality software solutions. We are committed to the success of our clients and believe the success of our company is tied directly to the success of our customers. We also believe that team collaboration combined with technical skills are the keys to success. This role will be a critical part of the success of our software development and product management teams and workflows.

Primary Responsibilities of Senior Quality Assurance Engineer

- Design and manage comprehensive Use Cases, Test Plans, and Test Cases for sprint and release-level testing.
- Develop and maintain automated and manual test suites to ensure robust functional and regression testing.
- Partner with Product and Development teams to enhance unit testing effectiveness, resolve defects early, and refine the SDLC.
- Analyze client-reported issues, write scripts to correct data inconsistencies, and oversee the resolution of complex workflow bottlenecks.
- Work with product management and development teams to direct testing priorities, manage work tickets, and ensure clear communication of testing status and locations to the broader JAI staff.
- Oversee updates to software user documentation and mentor team members by sharing technical QA best practices.
- Act as the primary point of contact for software quality, escalating critical issues to management or development when necessary.
- Participate in daily scrum sessions when necessary.
- Share technical knowledge that can enhance JAI services.
- Escalate issues to development management team when necessary.

Desired Skills and Experience

- Strong understanding of software development testing and quality assurance processes
- Hands-on experience with Microsoft Azure testing and development tools
- Experience writing and managing Use Cases, Test Plans, and Test Cases

- Proven ability to manage iterations, releases, and delivery plans in Microsoft Azure DevOps or other similar environments
- Knowledge of version control for software changes necessary to create test cases for scheduled releases
- Experience writing, testing, and managing scripts in languages such as VB.Net, C#, C, JavaScript, and SQL - preferred but not required
- Attention to detail
- Problem solving skills
- Ability to work collaboratively in a team environment
- Ability to organize and prioritize issues and workload
- Familiarity with Agile scrum methodologies and processes desired
- Experience working with geographically dispersed, diverse, and virtual teams
- Excellent ability to communicate with team members and clients in a clear and compelling way
- A drive for producing high-quality code while helping to improve company processes

Education and Work History

- Bachelor's Degree or higher, preference for Computer Science, Information Systems preferred but not required in lieu of equivalent technical academic background with field experience
- Two or more years of working experience in software quality assurance and testing
- Experience working in Azure development environments or other similar cloud environments
- Experience working with software focused on delivering energy assistance or government benefits is preferred but not required

Why you should consider joining JAI Software

There are many reasons to join the JAI team! The number one reason is the people that work here, who make our company remarkable. Our company is based in the beautiful state of Maine, and we have been around for over two decades. Our employees love what they do, and because of that, they are dedicated to producing essential world-class technology. At JAI, we celebrate our differences and encourage creativity, and bold new ideas.

Our employees enjoy generous benefits, including:

- Flexible hybrid/remote work culture
- Generous Paid time off
- IRA retirement plan with company match
- Casual attire

Are you interested in joining us? Apply today! Email resume and cover letter to hr@jaisoftware.net