

JOB DESCRIPTION

JOB TITLE: Software Quality Assurance Engineer

JOB SUMMARY:

Software Quality Assurance Engineer with exceptional communication skills and high energy. In a fast-paced environment, this position performs the functional and system-level test verification of Mountain Leverage's customized, integrated voice solutions. Responsible for the development and execution of detailed tests based on system requirements. It may also be necessary to define and/or develop test software and scripts to perform these tests. The position requires interfacing cross-functionally with other departments. Also, requires effective communication (both written and oral) and problem-solving skills. Position is results-oriented with the resolve for a high degree of quality while balancing that resolve with the commitment to on-time delivery.

WORKING CONDITIONS:

Location:

1. Home-based office that allows for a professional environment for inbound and outbound communications.*
2. ~5% travel
3. Extending coverage outside of normal work hours may be required

COMPETENCIES:

Customer/Market Skills: Knowledge of tools and processes used for software testing

Business/Financial Skills: Strategic thinking, business/industry/product knowledge

Team Skills: Leadership and team building, decision-making, able to communicate in all directions

Professional Development Skills: Continual improvement, depth/breadth of expertise, self-motivated, advocate for change

Internet Service Requirements:

- Internet access provided by a cable or fiber provider
- DSL, satellite and wireless broadband is NOT permitted
 - Exceptions may be made if latency and packet loss are below an acceptable minimum.
- Minimum upload speed of 5 mbps
- Minimum download speed of 10 mbps

Before any technical or educational requirements are considered, all Mountain Leverage employees must possess traits of honesty, integrity, and honor. They must be flexible, adaptable, and open to change. They must also be critical thinkers, problem-solvers, and team players. And last but not least, they must have a great sense of humor and desire to have FUN at work!

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MINIMUM REQUIRED QUALIFICATIONS:

- 5+ years software quality assurance experience. Deep knowledge of test methodologies, writing test plans, creating test cases and root cause analysis
- Exceptional communication skills in order to work effectively in a technical environment as well as in a non-technical business user community.
- Highly customer-oriented;
- Capable of working with a distributed workforce/team.
- Strong organizational skills - Ability to organize, analyze and execute several concurrent tasks
- and activities.
- Ability to execute tasks with minimal supervision.
- Ability to adapt and willing to learn new technology or techniques.

ADDITIONAL DESIRED QUALIFICATIONS:

- B.A. or B.S. preferred.
- Experience with mobile applications, distribution/warehousing, medical, manufacturing, or voice applications is a plus.
- Experience in the entire lifecycle of product development and service delivery.
- Experience with MS SQL Server.
- Programming experience (Python, or Java preferred).
- Experience with API testing and tools (Postman, SoapUI, etc.).
- Vocollect Voice Experience.

PRINCIPAL DUTIES & RESPONSIBILITIES (Essential Functions):

- Review specification documents, change requests, or statements of work for completeness, accuracy, and feasibility, and to prepare test documentation and work effort estimates.
- Develop test plans and review them with other project members.
- Perform functional, integration, and system-level testing to simulate customer use of an integrated voice solution. This includes test setup, execution, and problem reporting and documentation.
- Timely completion of verification efforts within a defined schedule.
- Assure compliance with a standard development methodology, including requirements, test plans, and quality criteria.
- Help maintain defect tracking and test plan repository systems.
- Assist with product specifications (e.g. wish list, future development, new ideas, etc).
- Effectively communicate issues cross-functionally (e.g. with product management, project management, or development).
- Participate in the improvement of SQA processes.
- Coordinate SQA test lab activities, equipment, and tools.

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- Reproduce field problems and help support when needed.
- Maintain records that provide for the proper evaluation, control, and documentation of assigned activities; prepare a variety of written correspondence, reports, procedures, directives, and other materials.
- Extending coverage outside of normal work hours may be required.
- Perform other duties of a similar nature or level or any duties assigned by the Project Manager.
- Seek out additional training and methods to improve yourself, the team, and the processes.

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Mountain Leverage Core Concepts

Please consider the below core concepts for Mountain Leverage before considering employment. All members of the team are expected to strive towards living these values in their daily work.

Founder Mindset

Values	Declarations
<ul style="list-style-type: none"> ★ Passion ★ Impact ★ Judgment ★ Innovation ★ Problem-solving ★ Continuous improvement ★ Fearlessness 	<ul style="list-style-type: none"> ★ We are waging war on the status quo by solving problems in a new way or even creating a new industry entirely. ★ We have a deep understanding and connection to what our company stands for. ★ We are obsessed with the details of our business and focus on the customer connection. ★ We insist that we all think like owners.

Artisan Perspective

Values	Declarations
<ul style="list-style-type: none"> ★ Integrity ★ Impact ★ Excellence ★ Creativity ★ Passion ★ Critical thinking ★ Detail-oriented ★ Abstract thinking ★ Possibility 	<ul style="list-style-type: none"> ★ We are intentional about our craft, beginning with the outcome in mind. ★ We take special care to select the best fit material and/or product for any project. ★ We are attentive and learn through humility, not to be limited by past successes or failures. ★ We realize great value in perfecting the processes of creation and optimization.

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Industrial Ingenuity

<p>Values</p> <ul style="list-style-type: none"> ★ Grit ★ Consistency ★ Ingenuity ★ Diligence ★ Persistence ★ Independence ★ Tenacious 	<p>Declarations</p> <ul style="list-style-type: none"> ★ To ensure successful outcomes, we recognize the value of consistent, industry-leading execution ★ We willingly sacrifice our comfort in exchange for the value of hard work. ★ We roll up our sleeves and employ ingenuity, toughness, and technology to overwhelm any challenges in front of us. ★ We do what it takes to get the job done, within the boundaries of our ethics.
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Warrior Spirit

<p>Values</p> <ul style="list-style-type: none"> ★ Honor ★ Dedication ★ Effective communication ★ Resilience ★ Collaboration ★ Preparedness ★ Purpose 	<p>Declarations</p> <ul style="list-style-type: none"> ★ We will communicate consistently and effectively, never leaving stakeholders uninformed. ★ We courageously stand by our team, which includes employees, customers, partners, vendors, and other stakeholders. ★ We will always endeavor to uphold the prestige, honor, and high esprit de corps of Mountain Leverage. ★ We prepare and train as we plan to battle, with the highest of honor, excellence, and dignity. ★ We acknowledge and appreciate customer trust; we will never break that trust. ★ We never accept defeat.
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Farmer Virtue

<p>Values</p> <ul style="list-style-type: none"> ★ Credibility ★ Natural Law ★ Empathetic ★ Ecological ★ Fairness ★ Accountability ★ Stewardship ★ Resourceful ★ Nurturing 	<p>Declarations</p> <ul style="list-style-type: none"> ★ We do not cut corners in our quest for greatness. ★ We understand that all actions have an impact elsewhere in the world, both locally and globally ★ We have an innate responsibility to be excellent corporate citizens. ★ We treat all people with respect, kindness, and empathy. ★ We think positively and plan accordingly for the harvest ahead, while also tending to the work of today.
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