Facilis Job Description

Title: QA Coordinator

Location: Ottawa, ON Canada

As a QA Coordinator your main role will be working within the IT department and responsible for troubleshooting support escalations from our end users utilizing our web-based CRM application. Additionally, you will assist in testing system updates to ensure functionality requirements are met along with regression testing.

Under the direction of our Project Manager you will review and understand requirements, identify potential problems, and perform testing to ensure we deliver high quality planned and maintenance releases.

The ideal candidate is organized, analytical, resourceful, passionate individual who can thrive in a dynamic, fast-paced and challenging environment.

About Facilis Group

Facilisgroup is dedicated to delivering business growth for our supplier and distributor partners. By focusing on three distinct principles – Community, Technology, and Supply Chain, our company has become the market-leading business platform and technology services provider. We leverage our industry expertise and technology to deliver significantly increased sales, and reduced operating expenses all under our Partner's own brand identity.

Facilis has offices in Ottawa, Canada and St. Louis, MO.

Responsibilities

- Successfully manage and deliver Tier-2 product support from end users
- Collaborate and update Tier-1 support on resolutions and provide further technical details / training
- Collaborate with Tier-3 support on system outages or more complex issues
- Troubleshoot with end-users via chat/email or phone
- Manage tickets escalated in Intercom support platform
- Evaluate and test application to verify that the app functions according to functional specifications and user requirements
- Perform web site testing using various browsers (Internet Explorer, Safari, Chrome and Firefox) on various operations systems (Windows and Apple)
- Perform tests on mobile versions such as iPhone/iPad/ Android
- Create and track bugs in TFS and verify closure of issues

Qualifications

The ideal candidate should have the following qualifications:

- University or college degree
- Excellent combination of analytical & technical skills
- Detail oriented
- Excellent ability to diagnose various problems and solve them
- Strong interest in researching and discovering all features of a complex system
- Strong organization, time management and multi-tasking skills
- Ability to work independently with minimal supervision while meeting deadlines
- Ability to work and collaborate well in a project team
- Excellent verbal and written communications skills
- Knowledge of desktop / mobile internet browsers
- Experience in Microsoft Word and Excel
- A positive attitude

While we are prepared to train the right candidate our ideal candidate also possesses the following:

- Experience with IT customer service support
- Experience in software testing

Additional Info:

Full Time position (Mon-Fri)
In office position at our East end location
Starting Salary $35,000 - $40,000/year CAD
Health and dental benefits (after 3 months)

We would like to thank all applicants for their interest, however only candidates under consideration will be contacted.