

QUALITY ENGINEERING CONSULTANT POSITION DESCRIPTION

Duties and Responsibilities:

- Responsible for establishing and implementing quality assurance and compliance processes for the IT organization.
- Works closely with IT leaders to develop and implement an overall quality maturity roadmap and plan for each IT functional area.
- Works with development, testing and production teams to develop, publish and implement software quality assurance plans.
- Reviews progress toward the plan regularly with IT leaders, technical teams and customers to make modifications as necessary.
- Establishes internal IT service quality control standards, policies and procedures.
- Monitors, evaluates, manages and executes audit processes to ensure compliance.
- Coordinates and facilitates quality assurance activities across projects with project managers.
- Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables.
- Makes recommendations and directs improvements to the software development life-cycle process.
- Documents non-compliance to policies, process and standards and assists in their resolution. Analyzes and identifies trends in IT performance metrics.
- Designs, monitors and analyzes performance metrics program for quality improvement initiatives.
- Conducts audits and analyzes findings to develop appropriate corrective action recommendations.
- Provides training on established processes and policies.

Necessary Skills:

- Systems Life-cycle development
- Project Management
- Quality management and process improvement methodologies including TQM, Six Sigma and CMM.

Education / Experience:

- Bachelors degree (or equivalent) in Computer Science, Information Systems, Business Management or related field.
- 7-10 years of IT and business experience with at least 5 years in Quality Assurance and/or 2-3 years of audit assessment or other relevant experience.
- Previous leadership experience preferred.

Qualifications – proven success in the following:

- Expert/lead technical role in QA
- Strategic direction and/or guidance with integrated solutions to enterprise-wide quality engineering initiatives.
- Project leader on multiple projects
- Subject matter leader on multiple projects
- Project management with complex projects
- Coaching and mentoring others

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