



## Quality Assurance Lead

The Quality Assurance Lead is responsible for overseeing and delivering the highest quality processes and products internally, and to our customers. The Quality Assurance Lead plays an integral role in creating, stewarding, and maintaining the financial and business quality of our product and the people it serves.

On a day-to-day basis, the Quality Assurance Lead is responsible for planning, developing, and directing quality assurance policies, programs, and initiatives for our test team(s) and the company at large, as well as steering the structure of the team itself. The QAL directs processes and product testing to ensure best practices in our software products and compliance with established quality standards as needed. The Quality Assurance Lead develops, implements, and revises quality standards, testing tools and Quality Assurance methods to keep the company and teams current. Additionally, the QAL will evaluate the performance of the production process from the perspective of quality verification and/or a product's resulting quality to improve existing methods of operation, as well as written information and product deliverables.

The Quality Assurance Lead requires deep knowledge of the company, airline industry, software development, Internet of Things (IoT) test processes, and quality assurance aspects of the software and technology industry. The Quality Assurance Lead is a contributing member of the management and leadership teams, providing input and addressing strategic decisions affecting functional and financial areas of responsibility related to product quality.

The Quality Assurance Lead must have a proven record of accomplishment in software development and a specialty in quality assurance and software testing. The QA Lead must be capable of resolving escalated issues arising from operations which require coordination with other internal departments and external suppliers and vendors.

### Responsibilities:

- Driving identification, alignment, and coordination of all types of Quality Verification required for the company.
  - Act in an advisory capacity to ensure Software Development team's unit testing adheres to industry best practices.
  - Participate in design and communication of quality assurance principles and practices throughout the company.
  - Champion software quality assurance methods throughout the organization.
- Design comprehensive test plans through in-depth review of technical solution materials, articulating methodologies used to a variety of audiences.
  - Working with Product & Program Management to ensure adequate breadth and depth of testing is accommodated for within project schedules.
  - Working with System Engineering and internal subject matter experts (SMEs) to ensure adequate technical and "voice-of-the-customer" test coverage, including documenting potential risks, gaps and/or test coverage mitigation to achieve high confidence in release products.

- Ensure adequate resourcing and alignment across company functions required for coverage of all types of testing and verification (i.e.: Usability, Integration, Performance, Recoverability, etc.)
- Experienced in defining realistic milestones and requirements for handoff between project teams while helping teams succeed against dynamic timelines.
- Day-to-day Quality Assurance team management:
  - Ensuring communication between team members.
  - Participating in the identification, documentation, and disposition of both planned and unplanned project work for the Quality Assurance team.
  - Representing Quality Assurance team in cross-team engagements.
- Actively facilitating design and ideation engagements related to verification of product quality, including the development and/or acquisition of test tools within the organization across practice areas, including specialized aerospace test environments.
- Actively tracking and communicating the approach and success of testing efforts related to the goals of a project or business goal.
- Translating technical design and architecture concepts and documentation into meaningful goals for our team, enabling the right degree of quality verification and validation at every stage of development.

### Qualifications:

- 10+ years' experience leading Quality Assurance teams for complex **SaaS (Software as a Service) and/or IoT solutions**; commercial aviation / aerospace experience a plus.
- Extensive work experience in small businesses, esp. in SaaS and IoT industries.
- Strong familiarity with Quality Assurance best practices, management theory, and business.
- Deep familiarity with broad overview of testing methodologies for Software as a Service and/or IoT architectures, with testing approaches such as: integration, unit, contract, white, black, and gray box, A/B test methods, acceptance testing, mobile application, localization, and hardware integration a plus.
- Strong writing and editing skills and experience with documenting and communicating technical concepts to a variety of target audiences.
- Familiarity with Scrum and Agile process management best practices.
- Experience with test tooling and solutions, including TestRail, Pytest, Postman, Selenium.
- Startup
- Bachelor's degree in Computer Engineering/Computer Science or related field, or equivalent experience.

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