

**Job Title:** Systems/Quality Assurance Analyst

**Department:** IT

**Reports to:** Director of Information Technology

**FLSA Status:** Exempt

**Position Objective:**

* Through the practice of servant leadership, enhance our team member’s lives, develop and implement best methods, and be engaged in a culture of continuous improvement to safely deliver quality, best value products and services, on time, to internal and external customers.

**Primary Responsibilities:**

* Work with vendors, subject matter experts, end users and software developers to deploy and support business systems and processes
* Perform all aspects of validation and verification of IT systems, including integration, system, regression, performance and user acceptance testing
* Ensure quality standards and requirements are met by developing, executing and maintaining test plans, test cases and test scripts
* Identify and document feature enhancements, issues and defects found during testing and by user feedback
* Document procedures and build user guides
* Provide support and training to software application users
* Recommend and implement best practices to increase efficiency and reduce costs
* Communicate openly, share knowledge, build positive collaboration between departments and team members
* Support and contribute to department and company metrics
* Be actively engaged in continuous improvement projects and culture

**General Responsibilities:**

* Adhere to, support and promote the Aagard vision and culture statements
* Demonstrate professional, respectful interaction with other team members
* Accurately and professionally represent Aagard to customers and vendors
* Other duties as assigned

**Minimum Requirements:**

* Associate’s degree in computer science, IT or related field or equivalent combination of education and experience
* Knowledge of software development processes
* Knowledge of business process modeling
* Ability to learn new software technologies
* Experience with documentation of processes
* Ability to maintain confidentiality
* Ability to communicate with all levels of internal and external customers
* Technical training skills
* Proficient with Microsoft Office products
* Experience working in a manufacturing environment preferred
* Self-starter, creative and problem solver
* Strong time management and organizational skills
* Passion for excellence
* Value and build a culture of measurement
* Ability to travel as required

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Team Member Printed Name

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Team Member Signature Date