

ROLE PROFILE

Title:	Manager, Quality Assurance
Function:	Quality Assurance
Reports To:	Vice President, Software Development and Quality Assurance
Location:	Toronto
Type:	Full-Time

Role Description

The Manager, Quality Assurance is responsible for managing and improving the QA processes to ensure the delivery of high-quality solutions on both the core technology platform and business application development projects. This role involves leading a team of QA professionals both on and offshore, overseeing automated and manual testing strategies, and ensuring that QA practices align with company goals and objectives. The Manager, Quality Assurance will collaborate with cross-functional teams, provide mentorship to all QA team members, and work closely with stakeholders to develop and implement efficient testing strategies. They will also manage defect detection, triage, and resolution processes, and play a key role in driving continuous improvement in QA methodologies.

Primary Responsibilities

- Lead and manage the QA team to ensure high performance and the delivery of defect-free solutions.
- Develop, implement, and maintain QA processes, standards, and best practices.
- Manage detailed test plans, test cases and coverage matrices for projects involving both manual and automated processes.
- Oversee both manual and automated testing processes to ensure comprehensive coverage.
- Identify and implement tools and technologies to improve testing efficiency.
- Provide input into (and occasionally lead) test plan and test case reviews for assigned projects and participate in required review sessions.
- Conduct peer reviews of test plans, test cases and ensure team compliance with established standards.

- Define, track, analyze and report on QA KPIs testing progress (e.g., test coverage, defect leakage, test execution rate, automation effectiveness) to drive continuous improvement and ensure alignment with quality objectives.
- Communicate effectively with others both on a technical and a business level and be persuasive in addressing findings.
- Embrace emerging technologies, including AI and machine learning, to enhance testing efficiency, predictive defect detection, and overall QA effectiveness.
- Evaluate and make recommendations on new testing tools and methodologies; provide architectural guidance on test framework.
- Manage relationships with external vendors for QA tools and services.
- Ensure continuous improvement in the QA process by implementing feedback from project retrospectives.
- In conjunction with Human Resources, participate in our talent management practices including recruitment and ensure new hires are successfully integrated through our 3-month onboarding program.
- Manage team performance through regular feedback, performance evaluations, and goal-setting to drive continuous improvement.
- Provide guidance and mentorship to QA team members to foster professional growth.
- Contribute to the overall operations and culture of the company, fostering our values and policies.

Capability Requirements – education, skills & experience

- University degree in Computer Engineering/Science or equivalent knowledge/ capability from other university disciplines and/or work experience
- 7 + years of relevant testing methodology and QA experience, with a minimum of 3+ years in a management or leadership capacity.
- Thorough understanding of, and experience with, testing methodologies and Bug tracking tools
- Experience with both black box and white box testing.
- Experience with one or more automated test frameworks (i.e., Selenium, Robot, etc.)
- Complete understanding of configuration and release management
- Complete understanding of, and experience with, the Software Development Life Cycle
- Able to plan and develop test cases for full requirement testing coverage.
- Experience with bug detection, reporting, tracking and triage and project / management reporting of defect rates, quality measures compliance etc.
- Experience leveraging AI/ML tools or frameworks (e.g., Testim, Appliflow, Mabl) for test automation, anomaly detection, and intelligent test case generation.

- Able to persevere - willing to ask the right questions with the tenacity to ensure an answer is provided and take the initiative to ensure project completion.
- Must have enthusiasm for the quality assurance process in a development environment and approach QA from the end-user perspective.
- Extremely organized and meticulous.
- Strong verbal and written communication skills
- Must have well developed people skills to enable flexibility and tactful negotiation in resolving issues and ensure fixes and recommendations are acted upon.
- Must have proven experience leading a high performing team both on and offshore.
- The ideal candidate will be familiar with some or all of the following:
 - Cloud platforms such as AWS, Oracle Cloud, Azure, etc.
 - SQL, Oracle, PL/SQL, UNIX/LINUX/Windows Server
 - Data warehouse, OLAP etc.
 - Java / J2EE / JavaScript