

ROLE PROFILE

Title:	Quality Assurance Engineer
Function:	Quality Assurance
Reports To:	Manager, Quality Assurance
Location:	Toronto
Type:	Full-Time

Role Description

As a Quality Assurance Engineer at Exchange Solutions, you will play a critical role in ensuring the delivery of high-quality, defect-free solutions across our core technology platform and client-facing applications. Working within an agile team of skilled technology professionals, you will help shape solutions that are scalable, reusable, and aligned with our development framework and technology roadmap.

This position will design and execute comprehensive testing strategies—including functional, regression, and performance testing—while managing the QA lifecycle from test case creation through to defect remediation. As a member of the QA team, you will serve as a subject matter expert and mentor, guiding best practices and fostering a culture of continuous improvement.

This is a hands-on role ideal for someone who thrives on solving complex problems, proactively managing risk, and championing quality as a core pillar of product delivery.

Primary Responsibilities

- Responsible for the quality of the end product by facilitating improvements in the QA engineering process and technology.
- Review and update quality standards and ensure policies and procedures are enforced on all projects.
- Define/review and updates templates for testing documentation.

- Create detailed test plans, test cases and coverage matrices for projects involving both manual and automated processes.
- Analyze the test results and provide readiness recommendations for specific projects within project's life cycle.
- Provide reliable and well-supported estimates for all QA activities related to assigned projects or individual tasks.
- Contribute to and lead test plan and test case reviews for assigned projects and participate in required review sessions.
- Provide peer review for test plans and test cases created by other team members.
- Act as a liaison between the technical and business sides of the project team.
- Participate on test teams to plan and implement testing strategies to mitigate risk to production systems and communicate this to the Technical Solution Architect and project team.
- Full responsibility for the viability of the lifecycle of issues/bugs being recorded, tracked, resolved and closed.
- Communicate effectively with others both on a technical and a business level and be persuasive in addressing findings.
- Report project status on a timely manner and track and overall progress against test plan and coverage model.
- Evaluate and make recommendations on new testing tools and methodologies; provide architectural guidance on test framework.
- Actively participate in the overall business, operations and culture of the company.

Capability Requirements – education, skills & experience

- Post secondary education with a degree in Computer Engineering, Computer Science, or a related field—or equivalent combination of education and relevant experience.
- 3–5 years of experience in software development with proficiency in one or more of the following: Java, C, C++, Python.
- 3–5 years of experience in software quality assurance, including building and maintaining automation frameworks.
- Proven ability to conduct performance and load testing using tools such as JMeter, Gatling, or equivalent.
- Experience with white-box, black-box, and gray-box testing techniques.
- Strong understanding of RESTful APIs, HTTP protocols, and modern web service paradigms.
- Hands-on experience with test automation tools (e.g., Selenium, Robot Framework, QA Runner).
- Proficient in writing and executing SQL queries (e.g., joins, views).
- Solid grasp of configuration and release management best practices.
- Familiarity with bug detection, tracking, triage, and reporting tools (e.g., JIRA).
- Excellent written and verbal communication skills.
- Strong attention to detail with exceptional organizational skills.
- Demonstrated initiative, problem-solving ability, and perseverance to see tasks through.
- Ability to lead QA efforts on projects and collaborate effectively in cross-functional teams.
- Passion for QA and a user-first mindset.
- The preferred candidate will be familiar with some or all of the following:
 - Exposure to cloud platforms such as AWS, Oracle Cloud, or Microsoft Azure.
 - Familiarity with database architectures, data warehouses, and OLAP systems.
 - Experience reading and interpreting database schemas and functional requirements.
 - Hands-on experience with DevOps tools such as Jenkins, Bitbucket, Git, or similar.
 - Comfortable working in Agile development environments and iterative team structures.