

Software Quality Assurance Specialist

IBACOS is a small company with a big impact. We help large, national homebuilders ensure quality construction through services, training, and software. As the housing industry booms, so too is the interest in our tools and services. So, we're looking for a driven and detail-oriented individual to join our team.

Your Role & Responsibilities

As our full-time quality assurance specialist, you will lead the quality assurance and technical response efforts for the PERFORM app. You will be responsible to:

1. Test the app prior to releases for functional consistency and accuracy.
2. Communicate technical information, such as release notes, in accessible language; and build a library of user documentation (FAQs and instructionals).
3. Provide technical support for our app, whether responding to help requests or training/ on-boarding new clients.
4. Provide feedback to the software development team throughout all stages of development, representing the end user.

Your Mindset

- Do you believe that often the little things matter the most? We're looking for someone with a passion for details.
- Do you love learning? This position will challenge you to embrace flexibility, grow, and learn a variety of software-related skills.
- Are you interested in working with a variety of people? You can teach and help many people resolve challenges.
- Are you a problem solver? We need someone to think creatively to solve complex and sometimes obscure problems.

Our Requirements

- Excellent written and verbal communication skills.
 - Our users require clear, concise and non-technical explanations.
- Demonstrated ability to function independently in a non-scripted environment.
- Demonstrated excellence with time and task management.
- Demonstrated ability to learn new software and technology quickly.
- 2-years quality assurance experience in software.
- Proficiency in the use of online communication software (Zoom or similar; Slack or similar; Email).
- Proficiency in the use of online project management software (Jira, Trello, or similar).
- Access to a working location that is private, quiet, and appears professional, with strong internet connectivity.
 - Our Pittsburgh, PA corporate office location is available.
- Full-time work, with support for a flexible work schedule within reason.

Our Wish List

We will show preference to applicants in the following areas:

- Pittsburgh-based
- Computer degree (CS, IS, IT) or design (UI/UX or graphic design)
- Multilingual (Spanish)
- Experience in construction industry

Opportunities for Growth

There are several growth opportunities for this role as our 30-year-old company continues to evolve and expand. As your proficiency in the industry and the platform grows, and depending on your interests, this role could lead to:

- (QA) Building and managing the quality assurance team – technical support, testing, and diagnostics.
- (Instructional Designer) Developing courses and/ or teaching at industry conferences/ seminars.
- (PM) Being a project manager for software development.

For more information regarding IBACOS, visit www.ibacos.com.

For more information about the PERFORM group within IBACOS, visit www.PERFORMwithIBACOS.com.