

Job Description: Senior Quality Analyst	Contact Name: Kristen Pierce
Job Duration: FTE	
Job Location: Remote	Contact Email: kpierce@pathwayscg.com

Position Overview

As a Senior Quality Analyst, you will analyze the development and execution of repeatable test procedures to validate the quality of ServiceNow ITBM and ITSM applications developed in an Agile environment. This role works closely with developers to ensure quality is built into solutions and contribute to the final decision on whether a software release is ready to deploy to production.

The Senior QA analyzes and creates test documents, including test plans, test cases, release plans, and defect log reports. This role also conducts functional and regression testing to support user acceptance testing, including documenting all reported issues found during the testing lifecycle. The Senior Quality Analyst works closely with other team members during software application troubleshooting and technical diagnosis. The Senior Quality Analyst is also responsible for coordinating and executing releases of code from sub production ServiceNow instances to Production instances.

The Senior QA will be relied on as a mentor for entry-level Quality Analysts, Developers, and Business Analysts. This role will have a strong knowledge of the ServiceNow ATF tool and will be able to both create and execute automated tests. The Senior Quality analyst will lead new platform testing initiatives for the company. They will also be relied on as the lead for internal upgrade projects.

What you get to do in this role

- Proactively and independently learn the ServiceNow platform including the upcoming release
- Work with other Senior and Principal QAs to refine testing skills
- Lead project deployments to all sub prod and prod client instances including hosting deployment meetings and coordination of all release activities
- Analyze business requirements and support user acceptance testing
- Contribution of QA related knowledge articles to the Pathways Testing knowledge base
- Able to implement and train others in ServiceNow ATF
- Lead internal Pathways upgrade initiatives as a project manager role which will include full coordination of all upgrade activities
- Coordinate new ServiceNow releases which include pre-release testing
- Hold sessions with new QA, Development, and BA team members to shadow test case writing and execution

Production Support

- Raise concerns or issues to either Client Care Consultant, Service Delivery Manager, or direct manager
- Execute QA within the expected time period

Client Engagement

- Raise concerns or issues to the assigned engagement manager.
- QA of assigned stories within the current sprint
- Manage releases from Sub Prod to Prod instances
- Manage defect remediation during client UAT

Internal Projects

- QA of assigned stories within the current sprint
- Release of code from DEV to TEST
- Lead internal instance upgrade projects

In order to be successful in this role, we need someone who has

- Bachelor's degree and/or 2+ years of experience in QA
- Team based project experience and participation
- Task driven and goal oriented
- Ability to work and set priority independently
- Excellent planning, organizational, and time management skills.
- Desire and willingness to pursue all available avenues of learning and self-improvement
- Excellent communication skills and professionalism dealing with both internal and external entities
- Ability to interpret business requirements and then create functional test cases ensuring proper test coverage
- Advanced proficiency with Microsoft Office Suite (e.g., Excel, PowerPoint, Project, etc.)
- Entrepreneurial work ethic and mindset
- Clear and accurate written and verbal communication
- Certified ServiceNow Administrator
- At least 1 year of experience using and implementing ServiceNow ATF
- Understanding of ServiceNow ITSM and ITBM suite of applications
- Knowledge of software testing tools and processes, including developing repeatable test procedures, executing tests, recording results, and working with software engineers to identify and resolve defects
- Software development lifecycle experience leveraging agile and/or waterfall methodologies
- Goes above and beyond to seek out opportunities to better themselves and Pathways taking initiative to do such
- Conduct meetings and presentations to share ideas and findings with the QA team.

Preferred qualifications

- Certified ServiceNow Administrator
- ServiceNow ATF Micro Certification
- ServiceNow Agile and Test Management Micro Certification
- CTFL certified
- Familiarity with the ServiceNow platform
- A release management background including experience in coordinating releases in ServiceNow

About Pathways

Pathways Consulting Group is an Elite ServiceNow Partner with a core competency in Enterprise Service Management (ESM). We help organizations build the fundamentals to run more efficiently and align with their overall corporate strategy. We also provide organizations with the knowledge needed to enable them to make sound business decisions around people, process, governance and technologies, and to operate as a service provider for their customers.

Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around ESM. A solid ESM platform is key to ensure a successful implementation. Therefore, we also help organizations build and improve their ESM workflows and processes. This includes analysis of existing processes and workflows and evaluating all possible improvements, ensuring today's changes help build toward the vision of our clients' future ESM practice.

Our slogan: We listen. We care. We execute.

Our core values

In 2020, Pathways was named the #2 *Best Small Firm to Work For* by *Consulting Magazine*. In 2019, we ranked #14. This honor is due to the incredible culture that we have instilled across our

organization. Pathways recognizes how critical it is to have a culturally solid organization to grow and scale; therefore, we have two core values: Be Collaborative and Be Exceptional. Our entire company is held accountable to these values. Additionally, we make considerable investments in training initiatives, knowledge transfer, team building and one-on-one mentoring.

Our benefits

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401(k) plan with employer contribution, FSA and life insurance.