

Job Description: Quality Analyst

Contact Name: Kristen Pierce

Job Duration: FTE

Job Location: Olyphant, PA

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What you get to do in this role:

As a Quality Analyst, you will analyze the development and execution of repeatable test procedures to validate the quality of ServiceNow 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 QA analyzes creation test documents, including test plans, test procedures, requirements verification traceability matrices, and test summary reports. This role also conducts functional, regression, and system integration testing and support user acceptance testing, including documenting all reported issues found during the testing life cycle. The Quality Analyst works closely with other team members during software application troubleshooting and technical diagnosis.

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

- Experience with the 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
- Ability to analyze business requirements and support user acceptance testing
- Ability to work as a technical professional on an Agile development team to deliver high-quality working software on a timely basis
- Clear and accurate written and verbal communication
- Strong time management skills
- Ability to obtain a security clearance
- BA or BS degree

Preferred experience and qualifications:

- Experience with collaborative environments, including GitHub and JIRA
- Knowledge of software test automation tools and techniques, including Selenium
- TS/SCI clearance
- Software Testing Certification, including CAST, CTFL, CSTE, and Agile Tester

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 2019, Pathways was recognized by Consulting Magazine as one of the Top 20 Best Small Business Firms to Work For. 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.