The Louisiana Community and Technical College System (LCTCS) invites applications for the position of Quality Assurance Manager for the Louisiana Job Connection. This position will be domiciled in Baton Rouge and reports to the lead Production Manager for the Louisiana Job Connection.

**Position Summary:**

The business climate in Louisiana is improving dramatically, attracting new and larger companies to do business in the state. With this tremendous economic expansion arise new challenges, not the least of which is the ability to place qualified job seekers in newly created positions.

Louisiana Economic Development (LED) has developed a website and marketing campaign that will promote a favorable image of the state as a place to live, work and do business that will also meet the talent recruitment needs of employers in the state.

As Quality Assurance Manager, Louisiana Job Connection (LJC), the incumbent will support LJC technical development and user engagement by testing system modifications and implementation of new features; developing testing protocols that address areas such as database impacts, software scenarios, error or bug retests, or usability issues; documenting software defects, developing and deploying a bug tracking system, and reporting defects to software developers and supervisory staff.

Responsibilities include all aspects of improving the LJC end-user and admin experience by receiving, discovering, tracking and solving technical software or design problems and guiding continual quality improvement.

**Responsibilities:**

80% Quality Assurance Management

- Analyze and test new site features and applications in conjunction with partner agencies, department managers and private sector partners
- Test all system modifications and prepare for implementation of new features
- Develop and engage testing protocols to continually address system or user impacts of all kinds
- Develop and deploy a bug tracking system, document software defects
- Resolve employer and job seeker complaints as communicated by Outreach and Help desk staff or others by investigating problems and developing solutions
- Assist in specifying market requirements and opportunities for current and future features by conducting market research
- Assist with tracking solutions across development teams as directed
20% Administrative and Team Support

- Support focus group or online user surveys as needed to continue product development and improvement
- Conduct analysis on site engagement and make strategic recommendations for changes and updates

Minimum Qualification Requirements:

- Bachelor’s Degree
- 2-4 years of commercial or government software Q.A. (or quality control, testing, etc.,) or design
- Demonstrated knowledge of relevant technologies

Desired Qualifications:

- Strong written, visual and oral communications skills to effectively convey complex processes to both technical and lay audiences
- Well organized and with knowledge in all areas of software design and testing
- Able to work at both conceptual and detail level and learn new technologies very quickly
- Must be self-starter and able to work independently
- Strategic planner with sound technical skills and good judgment
- Able to work in a fast-paced, team-oriented environment
- Logical thinker with the ability to handle tight deadlines

Skill Requirements:

- Broad familiarity with system testing protocols, coding strategies and key languages
- Strong familiarity with one or more skill areas:
  - Development environment software
  - Object or component oriented development software
  - Operating system software
  - Program testing software
  - Web platform development software
- Microsoft Office Suite and contemporary web-based communications and file sharing technologies

Physical and Environmental Requirements:
• Ability to multi-task and coordinate activities to ensure timely delivery of work production.
• Ability to travel and drive own or other vehicle to various locations as needed
• Ability to carry up to 20 pounds on an as needed basis.

**Additional Requirements:**

A valid Louisiana Driver’s License
Proof of motor vehicle insurance

In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

**Compensation:**

Compensation will be commensurate with education and work experience.

**Application Instructions:**

Applicants for this position should submit 1) a cover letter, 2) resume and 3) the names and contact information of three work-related references to:

Human Resources Specialist
Louisiana Community and Technical College System
265 S. Foster Drive
Baton Rouge, LA 70806

or via email to employment@lctcs.edu.

Applications will be accepted until position is filled.

For more information about the Louisiana Community and Technical College System, visit [www.lctcs.edu](http://www.lctcs.edu). LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.