

HCC Insurance Holdings, Inc.
HCC Surety Group
Senior Quality Assurance Business Systems Analyst

Job Title: Senior Quality Assurance Business Systems Analyst

Position Reports To: Applications Manager

Position Summary:

Under general supervision, responsible for qualifying product deliverables in a thorough, methodical, and timely manner. Responsible for analyzing product requirements to produce test requirements, and the development and execution of system test plans for complex information systems.

Key Responsibilities:

Relying on experience and judgment, the Senior Quality Assurance Business Systems Analyst is responsible for accomplishing the following assignments. These assignments are broad in nature and work can be difficult.

- Lead the test effort for assigned projects/applications. Create test plans, test requirements, test scenarios, and test data for use during the functional and system test phases of the software development process for new and existing applications.
- Test windows and web applications in a proprietary software-testing environment. Ensure that test plans and scenarios fully exercise every aspect of the product.
- Execute automated tests and interpret results.
- Interact directly with the development team. Report and document issues discovered in testing and follow-up for resolution.
- Develop and maintain a thorough knowledge and understanding of products, both from a business perspective as well as from a technical perspective.
- Participate in software requirements reviews, design reviews, and change control activities.
- Consult with business users to identify current business operating procedures and to clarify program objectives.
- Document business user processes and requirements for coding systems or programs including the data sources to be utilized.
- Create complex reports to support business users and management requests.
- Act as user liaison to resolve system issues and write reports according to user or management requests.
- Train end users on business software.

Planning

- Develop work plans, establish timelines, and set goals for assigned work.
- Meet commitments on deadlines.

Communication

- Review activities, results, and recommendations with management and clients as appropriate.

Cost Management

- Drive improvement in existing business processes.
- Perform work thoroughly in a cost efficient manner and at a high productivity level.

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Business Controls and Policies

- Comply with all corporate policies and procedures.
- Report any breakdown in controls to management.
- Conduct all activities in a safe manner.

People Management

- No people management responsibility but may provide guidance to less experienced employees. May be assisted in project work by entry or immediate level members.

Position Knowledge, Skills, and Requirements:

Education

- Bachelor's degree in Computer Science, Business or a related field or the equivalent education and/or experience

Experience

- Minimum of five years of relevant and progressive professional experience in QA testing with client served and/or web based applications

Other

- RDBMS experience (MS SQL Server and/or Oracle)
- Ability to write complex SQL queries
- Experience with Quick Test Professional or equivalent testing software
- Demonstrated concise and thorough technical writing skills
- Thorough understanding of quality assurance processes and testing methodology
- Knowledge of the entire software development process
- Understanding of the fundamentals of web architectures
- Possess and have ability to apply broad knowledge of principles, practices, and procedures
- Excellent written and verbal communications skills with an emphasis on confidentiality, tact, and diplomacy
- Exceptional organizational and analytical skills; demonstrated ability to manage multiple tasks simultaneously
- Knowledgeable of industry changes, legal updates and technical developments related to applicable area of the Company's business to proactively respond to changing business environment
- Intermediate proficiency and experience using Microsoft Office Package (Excel, Access, PowerPoint, Word)

Working Conditions and Physical Demands:

- Overtime hours may be required to fulfill job responsibilities
- May require travel outside normal work location
- May require a valid driver's license
- May be required to stoop, bend, or sit for extended periods of time
- May be required to lift up to 10 pounds
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices
- Close vision and ability to adjust focus; required to read a computer screen

Note: This document is intended to describe the general nature and level of work being performed, and is not to be construed as an exhaustive list of all responsibilities, duties and skills required for the job.