

A promising career in retail systems support beckons

The Quality Assurance Technician is an important role at Logile. It requires knowledge of the software functionality and a disciplined approach to testing to identify and communicate issues with the software's performance. Quality Assurance testing avoids downstream detection of these issues in use of the application by Logile customers. Thus, the work of the QA Technician is critical to Logile's reputation for quality software that customers can rely upon.



QA testing may be associated with new product development or for regression testing of existing functionality when any element of the code is changed for enhancement or bug remediation. Diligence is required in each instance to maintain the quality of performance that Logile customers should expect from our software.

Description of the Work

Testing methodology for QA purposes usually involves the use of scripts built to simulate the way the software is likely to be used by a customer. However, good QA work also involves variations of what a user might do as well as what a user should do to fully anticipate the way the system will respond to any input from the user.

When a bug/issue is detected it is important that the QA technician can document what the bug is and how the bug can be recreated to expedite resolution by Logile programmers. It is also important that tickets be properly documented and routed to maintain a transparent and efficient process for all parties concerned.

Areas of responsibility include but are not limited to:

System Testing:

- Use the provided software to review testing assignments
- Complete assigned test runs as part of Logile's standard deployment cycle or before product launches
- Provide testing results and feedback
- Identify and record bugs

Continuous Improvement

- Analyze and escalate system problems; distinguish between user, software and hardware problems
- Stay up to date with new testing tools and test strategies
- Adjust practices as necessary as new technologies are introduced to the IS and QA teams

Job Requirements

- Proven work experience in retail or software or both
- Strong ability to gain knowledge of Logile software, tools and processes
- Ability to write clear, concise and comprehensive recaps & testing notes
- Ability to continually communicate verbally and written with Logile team & customers when needed
- Commitment to meeting project deadlines
- Exceptional interpersonal and presentation skills
- Proven ability to make appropriate independent decisions and implement as needed
- The ability to work on multiple projects/tasks at once and operate in a dynamic, fast-paced, team-oriented environment and possess organization skills to balance and prioritize work
- Travel is not considered to be a significant component of the QA Technician's time; it may be required on an as-needed basis but is not likely to exceed 10% of the Technician's work time

Quality Assurance Technicians may advance to Senior QA Technician roles or may be considered for positions within other Retail Services operating groups.

Interested in applying?

Visit our careers page at www.logile.com/contact/careers

For more information about Logile, please visit us at www.logile.com

About the company



PROCESS SIMPLIFIED

Logile, Inc. provides workforce management and execution compliance solutions, encompassing both best practices consulting and planning and execution software applications, that enable companies to maximize efficiency, customer service and profitability.

Logile's team of retail industrial engineers utilize the 5-S methodology to organize the workplace, establish preferred work methods, and tailor Logile's extensive library of industry typical engineered labor standards to the customer's workplace. They then operationalize these practices using Logile's workforce and execution management software suite that includes labor standards development and modeling, sales and labor budgeting, sales and item level forecasting, employee self-service, optimized wall-to-wall employee scheduling, time and attendance, dynamic reforecasting, task and communication management, and enterprise performance reporting. Logile's flexible solutions integrate with existing systems, are multi-lingual and compatible with all major mobile devices. They can be deployed as a full-service turnkey hosted solution (SaaS). Customers can be selective about which Logile services and software are appropriate to meet their objectives and timelines.

Logile, Inc. is privately held with its headquarters and core software development in Dallas, Texas. Principal hosting and disaster recovery are provided through the most secured facilities of Amazon Web Services in Virginia and Oregon. Retail industrial engineers and business analysts are located nationwide and in Latin America. Additional development teams are in China and India.