Quality Assurance Manager – Product Development - Scottsdale, AZ Office

Our Company

Edgenuity provides engaging online and blended learning education solutions that propel success for every student, empower every teacher to deliver more effective instruction, and enable schools and districts to meet their academic goals. Edgenuity delivers a range of Core Curriculum, AP®, Elective, Career and Technical Education (CTE), and Credit Recovery courses aligned to the rigor and high expectations of state, Common Core and iNACOL standards and designed to inspire life-long learning.

The Role

The Quality Assurance Manager plans, schedules, and coordinates all quality assurance for Edgenuity’s product development efforts. This position is responsible for coordinating all content quality control efforts, informing stakeholders of quality control findings, providing summary data on QA efforts to leadership, and leading process improvement efforts. Process improvement responsibilities include assisting in increasing quality in product development overall, and reviewing how quality control is conducted including potential use of QA automation and offshore resources.

Essential Functions

- Identifies and manages implementation of testing scope based on development needs by coordinating the daily activities of the quality assurance staff.
- Works closely with the software engineering, content teams, and Production team to ensure the appropriate QA best practices are being adhered to; coordinates all test activities with appropriate managers.
- Reviews process and workflow for efficiency and improvement. Analyzes potential of QA tools for task automation. Evaluates best use of offshore vendor resources.
- Develops, reviews, and publishes standards, policies and procedures for all functions involved with or related to the quality and testing of Edgenuity Curriculum.
- Establishes roles, reporting relationships, and responsibilities within the Content QA Team. Also provides and maintains status and defect tracking environment with reporting tools. Establishes metrics for quality assurance and tracking, including regular reporting on these detailing quality trends on a regular basis to ensure optimal testing and software development practices, including regular reporting on course development to ensure deadlines are met.
- Communicates major status of projects, quality assurance personnel, etc. to the Director of Production. Performs management for overall test risk/effectiveness.
- Inspects completed quality assurance checklists, forms and other documents for conformance to prescribed standards.
- Reviews and resolves content quality assurance problems/concerns with customer support, engineering and product development teams. Works with leadership to identify utilization of bug fixes for the adherence to internal and external compliance controls. Identifies strategic Compliance Roadmap for long term implementation and adherence to business goals.
- Effectively coach and mentor department employees; proactively support employee involvement and development; counsel employees on performance standards; completes and administers accurate and timely performance reviews.
- Performs other duties upon request.
Qualifications, Education and Experience

- Bachelor’s Degree in computer science, liberal arts, education or a related field required, Master’s Degree preferred.
- 2-3 years of managerial responsibility.
- 6-10+ year’s related work experience.
- Knowledge and experience of Agile development environment and continuous improvement and process methodologies.
- Well-developed leadership skills that motivates staff to focus their energy on achieving business goals.
- Highly motivated with excellent verbal and written communication, presentation and problem solving skills.
- Self-starter with strong organizational and time management skills, self-directed and able to handle multiple priorities with demanding timeframes.
- Ability to work collaboratively with colleagues and staff to create a high-quality results-driven, team oriented environment.
- Willingness and ability to work flexible hours.

Physical Demands and Work Environment

- Regularly sit, stand, walk, reach, and use hands to handle, feel and operate computers and other office equipment.
- Work environment is in an office with moderate noise and no exposure to environmental elements.
- Occasionally lifts or exerts force up to 15 lbs.

Edgenuity provides equal employment opportunities to applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.