

JOB DESCRIPTION: QA Software Testing Coordinator

TicketReturn has an immediate career opportunity for a QA Software Testing Coordinator. The QA Software Tester (QST) will be responsible for creating scripts, testing, and reporting all software bugs and glitches. The position requires experience in designing QA Scripts, while executing test cases and quality control processes are a must. Candidates should have prior experience in testing ticketing software, or other technology software. The position requires maintaining strong working relationships through detail-oriented and effective communication.

QA Software Tester will design and execute test cases on web-based software and mobile applications in a cross platform and browser environment. QA Tester will collaborate with project teams by utilizing technical skills to ensure products and applications function properly and meet the needs of the clients. QA Tester will map business and technical requirements into test suites, test cases, test scripts with results into dashboard reports. Clients will be internal staff and external clients.

Candidates should have 2+ years' experience in a QA testing role as well as experience with ticketing software. No relocation is required for residents of the continental United States. Occasional travel may be required. Competitive salary, 401k, PTO and Medical Benefits are offered.

Duties and Tasks/Essential Functions:

- Review, analyze, test and document system specifications.
- Develop QA Test Scripts for testing and maintaining test plans.
- Consistently execute test cases (manual and/or automated) and analyze results in a timely manner (dashboard results).
- Generate logs to document testing phases and defects.
- Effectively report bugs and errors, working with the internal development team.
- Assist in troubleshooting issues with client and development teams.
- Work with cross-functional teams to ensure quality throughout the software development lifecycle.

Experience/Skills:

- Proven experience as a QA tester or similar role (2 + years).
- Experience in Project Management and QA methodology.
- Familiarity with Agile framework and regression testing is a plus.
- Ability to document and troubleshoot errors and rapidly learn and test new application software and features.
- Experience with web services and APIs, with working knowing of relational database queries (SQL) and experience in automation framework.
- Strong knowledge of current industry wide Quality & Test processes and practices, tools and techniques.
- Excellent verbal and written communications skills.
- Proficient in the use of standard office automation software.
- Excellent attention to detail.
- Analytical mind and strong organization and problem-solving skills.

EDUCATION / FORMAL TRAINING: BA or BS degree in Computer Science, Engineering or related field.

COMPENSATION: Competitive salary, Commission, 401K, PTO, Medical Benefits.

LOCATION: Work remote from Home Office. Must have access to high-speed internet. Charlotte or Piedmont Region, NC candidates preferred.

TRAVEL: Must be willing to travel, but expectations are 5-10% to locations within North America.

HOW TO APPLY: Please email your resume and cover letter with salary expectations to jobs@ticketreturn.com.

ABOUT TICKETRETURN:

Founded in 2001 and based in Charlotte, NC TicketReturn is a leading provider of box office and online ticketing services serving more than 250 client venues and issuing more than 38 million tickets annually. We are the leading provider of ticketing services for Minor League Baseball (MiLB) in the U.S. and Canada and also serve minor league hockey teams, soccer, basketball and lacrosse. TicketReturn's diverse client venues range from theater and casino showrooms, motorsports, horse racing, university arenas and sports stadiums reflecting the ease of use and scalability of the platform.