



Position Title: Technical Quality Analyst

Reports To: Quality Implementation Manager

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary: The Technical Quality Analyst will be responsible for ensuring quality software is delivered to production by documenting and executing formal test plans to ensure the delivery of quality products, design, code and maintain test automation frameworks and test automation infrastructure for our web-based platform, writing manual and automated test cases/scripts and performing test execution, analyzing manual and automated test scenario results, being involved in projects of moderate to high complexity within one or more development environments. Will work closely with Connect for Health Colorado's business stakeholders to identify issues and opportunities for improvement.

Position Responsibilities

- Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status
- Actively and independently acquires and analyzes data for software process evaluation and improvements and integrates them into business processes to address the business needs
- Performs both back end system and front-end UI triage and troubleshooting when identifying defects
- Develop and add automated functional and regression tests in existing test framework
- Automate mobile testing
- Train and mentor other team members in automating functional and regression test suites
- Script test scenarios using the automation tools and basic to advanced scripting
- Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners
- Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed
- Ensure alignment between business operational strategies and quality assurance of our products
- Diagnose complex issues, evaluate, recommend and execute the best resolution
- Develop, modify, enhance and implement test plans designed to support new or existing business initiatives

- Build, maintain and grow test automation infrastructure.
- Collaborate with Agile teams from the start of a sprint to deliver best-in-class technical solutions for our platforms
- Identify defect-prone areas in product and platform architecture and design and provide test coverage
- Contribute to our growing test automation framework and infrastructure, and automate UI and API tests
- Design and implement tools and techniques supporting robust automation for web applications and utilize automation for deployment and running test suites
- Write and/or modify database queries to perform database validations
- Partner with DevOps and other teams to mature our Continuous Integration (CI) pipeline
- Produce documentation for automated frameworks and cross-train others
- Automate testing of RESTful Web Services and Web UI
- Integrate test automations with automated build and continuous integration process
- Ability to adapt to short sprint cycles (2-4 weeks) and experience in the full software lifecycle from design to deployment
- Investigate failed automation tests and report issues in bug tracking system as appropriate
- Build, maintain and grow test automation infrastructure
- Providing test coverage analysis based on automation results
- Participate in product and feature design reviews with developers

REQUIRED QUALIFICATIONS

Skills/Abilities and Knowledge

- 3+ years' Experience with automation scripting languages like Selenium, JavaScript, Test Complete, Ruby or similar
- 5 + years' Experience with Software Quality Analysis
- Experience with Web Automation Testing tools (such as JIRA, Jenkins, Atlassian, etc.,).
- Successful history of implementing automated functional and regression based test frameworks utilizing open source tools Selenium /Java/ Test NG/JUnit (white box)
- Experience with Amazon Web Services (AWS) preferred
- Experience with Mobile Testing tools preferred
- Experience with a variety of languages, frameworks and tools for REST API and UI test automation, such as Test Complete, UFT, C#, Angular, Node.js, Protractor, Selenium, Load Runner, Postman and/or Newman preferred.
- Ability to create and design test automation and test infrastructure – 3+ years of Automation Analyst/Engineer experience ideal
- Ability to collaborate cross-functionally and work well in a distributed team-oriented environment
- Proven ability to write automated test scripts to verify data structures, data formats and data values
- Demonstrated ability to build and maintain code repositories, preferably using Git/GitLab
- Strong understanding of QA processes and reports
- Experience with unit testing
- Successful history of implementing automated functional and regression based test frameworks utilizing open source tools Selenium /Java/ Test NG/JUnit (white box)
- Solid understanding of Object Oriented design and implementation using Java
- Strong understanding of automated testing for web based API such as Rest and web services
- Experience with Agile methodologies (Scrum) and Test Driven Development (TDD)
- Experience with tools such as web monitoring, code coverage, memory tools
- Experience with CI/CD

Position Requirements:

- Bachelor's degree in Computer Science or a related discipline, and/or relevant QA experience.
- Excellent communication and interpersonal skills.
- High level of attention to detail.
- Proficiency in Microsoft Outlook, Word and Excel.
- Ability to learn quickly, work in a fast-paced environment and be flexible and adaptable to change.

- Able to work independently without day to day direction.
- Team oriented with the ability to collaborate effectively with coworkers and project management team.
- Ability to maintain confidentiality of our system and highly sensitive information.
- Knowledge of health insurance industry preferred.
- Information Technology background/education preferred.

Work Environment:

- Typical office setting; the Connect for Health Colorado office is near the intersection of Interstate 25 and 225, with easy access to major roads and public transportation including light rail. Work schedule may include some non-traditional hours, weekends and evenings
- Full time position
- On-site during office hours, typically 8am-5pm

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hiring@c4hco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
