Job Title: QA Analyst

Location: Ottawa, ON (Hybrid or Remote)
Job Type: Full-Time
Department: Quality Assurance / Software Testing Services
Reports To: QA Manager / Delivery Lead

About the Role

We are seeking a detail-oriented **QA Analyst** to join our dynamic QA Services team. This role supports our **Software Testing as a Service (STaaS)** offerings to a diverse portfolio of tech-enabled clients across various industries. The ideal candidate has a solid foundation in software testing fundamentals, practical experience in both manual and automated testing, and a keen eye for usability and functionality. You'll collaborate closely with project managers, developers, and client stakeholders to ensure the quality and reliability of web and mobile applications.

Key Responsibilities

- Analyze business and technical requirements to develop comprehensive test strategies and test cases.
- Execute **manual and automated testing** across multiple platforms, ensuring functional accuracy and performance.
- Document, track, and report bugs and issues using standardized tools (e.g., Jira, Azure DevOps).
- Participate in **UX and usability reviews** to ensure customer-centric solutions.
- Collaborate with cross-functional teams to refine testing requirements and acceptance criteria.
- Support regression, integration, and system testing activities across client projects.
- Maintain and improve automation scripts and frameworks (e.g., Selenium, Cypress).
- Contribute to continuous improvement of QA processes and documentation.
- Participate in **client-facing calls and demos** as required.

Education & Qualifications

- Bachelor's degree in **Computer Science**, **Information Technology**, **Engineering**, or a related field.
- ISTQB Certification or equivalent preferred.
- Training in agile software development or DevOps environments is a plus.

Required Skills & Experience

- 2–4 years of experience in a QA Analyst or Software Tester role.
- Strong understanding of **SDLC**, **STLC**, and **Agile methodologies**.
- Hands-on experience with tools such as **Selenium**, **Postman**, **Cypress**, or similar.
- Familiarity with **API testing**, **test automation**, and version control systems (e.g., Git).
- Proficiency with bug tracking tools like **Jira**, **TestRail**, or **Zephyr**.
- Strong analytical and problem-solving skills.
- Excellent verbal and written communication skills.
- Ability to multitask and manage priorities in a fast-paced consulting environment.
- Experience working in a **client-facing capacity** is an advantage.

Desirable Skills

- Exposure to **performance testing** (e.g., JMeter, LoadRunner).
- Understanding of **UX testing principles** or experience in user-centric design reviews.
- Knowledge of **CI/CD pipelines** and test integration with Jenkins, Azure DevOps, or GitHub Actions.
- Basic scripting knowledge in Python, JavaScript, or Java.

Salary Range

Based on current market data for Ottawa, ON:

- **Entry-Level QA Analyst:** Approximately **$64,500 – $72,800 CAD** per year.
- **Intermediate QA Analyst:** Approximately **$68,000 – $82,000 CAD** per year.
- **Senior QA Analyst:** Approximately **$76,000 – $90,700 CAD** per year.