



Software Quality Assurance Analyst

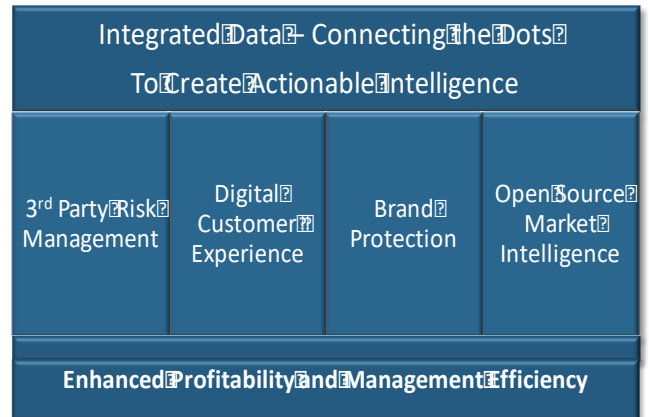
Aegis Mobile, LLC
Offices in multiple locations

Aegis Overview

Aegis is a global leader in brand protection, fraud detection, 3rd party integrity assurance, channel risk management, and multi-source data intelligence. Aegis utilizes the most sophisticated Internet and mobile web surveillance and capture tools available today to hunt, capture and retain dynamic and static information to deliver:

- Business Analytics for Brand Protection and Compliance
- 3rd Party Partner Risk Assessment and Monitoring
- Market Intelligence, SEO Performance, and
- Operational Insight and Transformation

Aegis provides multi-level investigative solutions to its clients through proprietary software tools that integrate and transform data into actionable information with intuitive user interfaces, APIs, and data analytics pipelines.



Aegis Solutions

The Company operates two highly focused business units:

- Brand Protection and Third-party Risk Management
- Multi-source Business Intelligence and Analytics

Our systems are designed to be customized to meet the individual customer's processes and objectives. In its brand and partner protection products and services, Aegis "connects the dots" using proprietary software to create business insight as well as partner and program visibility across business channels to improve performance, risk mitigation, and management efficiency. For its business intelligence and analytics services, Aegis integrates customers' data with open-source information from across the Internet to deliver customized, actionable, world class business intelligence.

Position: Software Quality Assurance Analyst

Need Statement

As our platforms grow in complexity and scale, we need dedicated ownership of software quality to ensure consistent testing, reliable releases, and strong regression coverage. This role will establish structured, repeatable testing practices across our applications, with an emphasis on thorough functional validation while introducing automation where it provides clear value.

In addition, this role will build deep knowledge of platform workflows and behaviors, serving as a reliable resource for answering semi-technical questions and supporting internal teams and customers.

Job Summary

The Software Quality Assurance Analyst is responsible for validating the functionality, reliability, and overall quality of our applications through structured and thorough testing practices. This role works closely with software engineers and stakeholders to ensure that features meet requirements, behave as expected across environments, and are delivered with confidence.

In addition to testing responsibilities, this role will develop deep knowledge of platform workflows, integrations, and expected behaviors, becoming a subject matter expert capable of supporting semi-technical questions from internal teams and external customers. The position emphasizes hands-on functional and regression testing, with a focus on understanding how the system is used in practice, identifying defects, and ensuring consistent behavior across APIs and user interfaces.

While primarily manual in approach, the role will incorporate automation where it meaningfully improves efficiency and repeatability, particularly for regression and high-value test scenarios.

Responsibilities

- Design, document, and execute test plans, test cases, and test scenarios based on product requirements and real-world workflows
- Perform functional, regression, integration, and exploratory testing across web applications and APIs
- Identify, document, and track defects with clear reproduction steps, expected behavior, and impact assessment
- Collaborate with software engineers to validate bug fixes and ensure resolution completeness
- Participate in backlog refinement and sprint planning to ensure requirements are testable and well-defined
- Validate API behavior using tools such as Postman or equivalent frameworks
- Assist in analyzing system behavior across environments (development, staging, production) to identify inconsistencies or risks
- Contribute to regression test coverage, introducing automation where it provides clear value
- Build and maintain a strong understanding of platform workflows, integrations, and expected system behavior
- Grow into a subject matter resource for internal teams by helping answer semi-technical questions about platform functionality and behavior
- Assist in reproducing, diagnosing, and documenting issues reported by users or customers
- Contribute to improving documentation, test data, and internal knowledge resources
- Participate in release validation and provide input on readiness based on test results and observed risk

Expectations

- Consistently deliver thorough, well-documented testing with clear coverage of core workflows and edge cases
- Develop a strong understanding of platform functionality, integrations, and expected system behavior
- Progressively become a reliable resource for answering semi-technical questions from internal teams and supporting customer-facing inquiries when needed
- Identify gaps in requirements, unclear behaviors, and potential failure points before release
- Communicate defects, risks, and observations clearly and constructively to engineering and leadership
- Work with the team to balance speed and rigor appropriately based on release timelines and risk
- Contribute to stable, predictable releases by ensuring regression coverage for critical functionality
- Continuously improve testing practices, documentation, and overall quality processes
- Collaborate effectively with engineers, product stakeholders, and support teams without becoming a bottleneck to delivery
- Build familiarity with assigned areas of the platform, building depth of knowledge and accountability for quality outcomes

Knowledge and Skill Requirements

- Strong understanding of software testing methodologies, including functional, regression, integration, and exploratory testing
- Ability to design clear, structured, and maintainable test cases based on requirements and real-world usage
- Experience identifying, documenting, and communicating defects with sufficient detail for efficient resolution
- Solid understanding of API concepts, including REST, JSON, status codes, and authentication flows
- Ability to analyze system behavior and help identify the source of issues
- Ability to interpret technical requirements and translate them into test scenarios
- Strong attention to detail with a methodical and analytical approach to problem solving
- Effective written and verbal communication skills, including the ability to explain system behavior to semi-technical audiences
- Basic understanding of test automation concepts and when automation is appropriate
- Collaborative mindset with the ability to work closely with engineers, product stakeholders, and support teams

Experience with the Following Technologies (Strongly Preferred)

- API testing tools (e.g., Postman, Swagger / OpenAPI-based tools)
- Test management and work tracking tools (e.g., Azure DevOps, Jira)
- Writing and executing SQL queries for data validation and verification
- Version control systems (e.g., Git)
- Browser developer tools for debugging and inspecting application behavior
- Exposure to automated testing frameworks (e.g., Selenium, Playwright, or similar)
- Working with JSON and understanding request/response payload structures
- Testing across multiple environments (development, staging, production)

Additional Desirable Knowledge and Skills

- Experience testing distributed systems or applications with multiple integrations and external dependencies
- Familiarity with CI/CD pipelines and incorporating testing into build and release processes
- Exposure to performance or load testing concepts and tools
- Understanding of authentication and authorization models (e.g., OAuth, token-based systems)
- Experience working with data-heavy applications, analytics platforms, or reporting systems
- Familiarity with messaging systems, telecom workflows, or compliance-driven platforms
- Scripting or light programming experience (e.g., C#, JavaScript, or Python) to support test automation or data validation
- Working knowledge of software development lifecycles, particularly Agile methodologies
- Experience contributing to or maintaining test documentation, knowledge bases, or internal support resources
- Ability to analyze production issues and collaborate across teams to identify root causes and resolutions

Qualifications

- 1-5 years of experience in software quality assurance, testing, or a closely related technical role
- Experience testing web-based applications and APIs in a professional environment
- Ability to build strong functional knowledge of a platform and apply that knowledge in testing and support scenarios
- Bachelor's degree in Information Systems, Computer Science, or a related field, or equivalent practical experience
- Willingness to attend meetings in-person at one of Aegis' office locations

Why You'll Want to Work with Aegis:

Aegis is an innovative, diverse, and dynamic company with tightly woven teams constantly exploring new ways to produce advantages for our clients. With offices in Maryland, Virginia, Alabama, and Sydney Australia, we provide opportunities to work in a variety of settings and use the collaborative brainpower around you to ask and answer interesting questions. We have a broad range of backgrounds and interests: experts in fields such as finance, real estate, politics, and naval engineering, come together to make an intriguing and educational work environment. We offer excellent benefits and competitive salaries.