



Quality Assurance Analyst

Since 1999, UniversityTickets has offered simple, cost-effective ways for college and university organizations to sell tickets and collect payments via the Internet. Our software powers ticket sales for hundreds of organizations across the U.S., Canada and the Caribbean.

We're looking for a Quality Assurance Analyst to support our growth. UniversityTickets is a fun, dynamic and fast-paced work environment, with a team spread across three states. You'll have full exposure to the day-to-day operations of a growing software development operation. You'll be engaged on real projects to help our clients make the most of their ticketing system.

Are you motivated and creative with a passion for helping people solve issues with technology? Are you known for going above and beyond? Do you enjoy a fun, fast-paced work environment? If so, you're a perfect fit!

Responsibilities:

- Learn and master the UniversityTickets Dedicated Ticketing System platform
- Effectively document and track technical issues reported by clients and internal team members
- Work with our software engineers and clients to test and resolve technical issues
- Conduct audits and systematic tests of data, information, and systems
- Establish and build test cases for common scenarios
- Create and maintain support documentation for clients

What We Require:

- Academic background in marketing, communication, business management or related field
- Impeccable communication skills, both written and oral
- Aptitude and interest in helping our team build well-designed, highly reliable software
- Ability to manage multiple tasks and priorities
- 1+ year(s) experience supporting complex technology and an interest in using new technologies
- Team focused yet self-motivated
- Willingness to learn simple and complex operations
- Relationship management skills that include excellent listening and consultative abilities, as well as the ability to establish credible relationships with business partners and clients.
- Experience with Atlassian Management Software (JIRA), Agile/SCRUM methodologies, HTML/CSS/JS, and automated testing tools are all a plus.

Logistics:

This is a full-time, salaried position. UniversityTickets offers highly competitive salaries and a full complement of benefits including health, dental, life, and disability insurance, retirement plan, and paid time off. The position is available in our Walkill, NY office. The position will require some nights and weekends as needed; the individual must have the flexibility to work additional hours with little or no notice. Some travel may also be required.

Interested:

Tell us about yourself. Drop us a cover letter and resume to careers@universitytickets.com.