DIRECTOR, QUALITY ASSURANCE

Job Title:               Director, Quality Assurance  
Reports To:            Vice President, IT Operations & Infrastructure  
Location:              AZ or CO  
Minimum Starting Monthly Range: $9,625  
Full-time / Part-time Full-time  
Exempt / Non-Exempt Exempt  
Risk Designation: Extremely High

Summary
The Director of Quality Assurance (QA) is responsible for defining and promoting a quality mindset and strategy across the organization. This position creates a strategic vision, matures, and directs quality assurance policies, program, and initiatives. It develops, implements, enforces, and improves upon quality standards, tools, and methods to assure quality across new and existing products and services. Strong working knowledge of the HIE and HIT industries along with quality assurance best practices are required. The position requires strong communication skills and will include work across multiple teams. This is a supervisor position, which is responsible for managing and directing the quality assurance team. This position reports to the Vice President of IT Operations and Infrastructure.

Essential Duties and Responsibilities include the following:
• Provides input to strategic decisions by contributing information to strategic plans and reviews
• Evaluates, analyzes, and reports on the quality program
• Develops and manages against QA budget
• Creates a strategic vision, matures, and directs quality assurance policies, program, and initiatives
• Develops, implements, enforces, and improves upon quality standards, tools, and methodologies
• Promote and ensures continual service improvement occurs, and data-based process improvements are implemented for existing QA processes
• Defines and documents quality policy, process, and procedures
• Manages all quality assurance functions
• Develops quality assurance staff by recruiting, selecting, orientating, and training employees
• Engage in the overall Project Lifecycle Methodology to inform appropriate data quality and testing considerations are part of the process and templates are available
• Evaluates and cross-trains on integration of technical systems and end to end data flows to ensure appropriate level of testing
• Works with cross-department leadership to delivery high quality products and services on schedule
• Manages and promotes good working relationships across cross-functional teams
• Researches, champions, and recommends industry best practices
• Maintains a deep understanding of CORHIO systems as a whole in order to analyze, advise, and communicates risk and impact to new and existing products and services. Provides input into mitigation plans as necessary
• Contributes to team effort as needed
• As applicable, after-hours work may be necessary to support deployments, changes, or major incident response
• Performs other related duties as assigned

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills
• 3-5 years of experience managing a quality assurance team
• Industry certification(s) (i.e., HL7, ITIL foundations, ITIL Intermediate, SIX Sigma, etc.)
• Demonstrated ability in the creation of quality standards, tools, and methodologies
• Extensive familiarity with quality assurance processes and procedures, and the ability to devise methods to enforce quality standards
• Experience planning and executing end to end testing of integrated systems including validation of the integration layer
• Experience writing and executing basic SQL query commands
• Experience working with SDLC and Agile/Scrum methodologies
• Expertise in performing different types of Testing: Black box, GUI, Integration, Regression, Backend, System, End-to-End and User Acceptance Testing
• Experience in vendor management
• Demonstrated leader in the coordination of cross-functional teams and champion of consistency and task completion
• Demonstrated success in achieving new business development goals. Proven skills in the development, implementation and execution of strategic plans, the integration of complex projects into existing systems and structures, and the ability to identify future opportunities
• Strong knowledge of all aspects of the health care industry. Extensive experience in clinical workflows, IT systems and integrations, federal regulations, and state and federal programs
• Robust analytical skills for both existing processes and identifying areas of opportunity
• Skilled communicator. Excellent verbal and written communication skills with the ability to translate complex findings to business stakeholders
• Excellent decision-making, problem-solving, team and time management skills
• Ability to effectively prioritize and execute tasks in a high-pressure environment

Education/Experience
10+ years of Software Quality Assurance experience in Automation Testing and Manual Testing of Healthcare systems. Bachelor’s Degree in Computer Science or related field required, Master’s Degree in related field, preferred.
Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

The position may require occasional availability for after-hours work, outside of regularly scheduled hours.

The position may require ability to periodically drive to and from clients, conferences and/or events; and/or limited travel.

This position is expected to be exposed to, process, or handle sensitive information including but not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), financial information, etc. As such, the holder of this position is expected to comply with all applicable laws, regulations, organizational policies, and compliance expectations.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The person in this position needs to frequently communicate and exchange information and move about inside the office to access file cabinets, office machinery, etc. Must be able to remain in a stationary position 50% of the time. Constantly operates a computer and other office productivity machinery, such as a keyboard, monitor, calculator, copy/scanner machine, and printer. Frequently moves office and work-related material weighing up to 10 pounds; Occasionally moves office and work-related material weighing up to 30 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities and/or qualifications associated with the job.

Benefits: The organization provides a comprehensive benefits package. For details, please request a Benefit Summary from Human Resources.

The organization is an inclusive Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or other status protected by law or regulation.