

## JUNIOR QUALITY ASSURANCE SPECIALIST

Global Compliance Services, a global provider of ethics and compliance solutions to the Fortune 1000, seeks a Junior Quality Assurance Specialist to join our fast-paced Production Services Department, located in our corporate headquarters in the Ballantyne area of south Charlotte. The Junior Quality Assurance Specialist will work with the Delivery Manager, Quality Assurance Manager, project managers, and the development team to ensure the quality of the web based training products. The QA Specialist will be responsible for reviewing courses to ensure that they meet the highest standards of quality. The Quality Assurance Reviewer will also confirm that all client customizations have been correctly implemented and support the ongoing business needs of the customer and Global Compliance.

Founded in 1981, our organization has unparalleled experience in ethics and compliance, having introduced the industry's original compliance reporting hotline. We are providers of customized, global solutions for public and private corporations, colleges, universities, not-for-profit organizations and government entities. We offer products that reinforce an organization's values and promote expected behaviors; telephony and web services for reporting of allegations or incidents; software-based services to manage and investigate cases of misconduct or noncompliance; software-based services for analysis, trending, and reporting to executive management; and services to evaluate and validate compliance with legislation, regulation and organizational practices and procedures.

The following Jr. Quality Assurance Specialist position is now available:

### RESPONSIBILITIES/DUTIES:

- Performs quality testing and editorial review of courseware and libraries
- Demonstrates attention to detail
- Records and maintains issue descriptions in spreadsheets and defect tracking system
- Recommends all changes necessary to ensure the ultimate quality of product
- Participates and helps to maintain compliance to software quality assurance best practices
- Helps to ensure all products work as designed on various platform/browser configurations
- Support developers in applying debugging tools to assist in early detection of defects/design issues
- Assesses the true customer impact for customer reported problems
- Participates in appropriate meetings, seminars and in-house training sessions
- Carries out all responsibilities in an honest, ethical and professional manner
- Performs other duties as assigned

### MINIMUM QUALIFICATIONS:

- Associates degree in English or Computer Science or equivalent work experience
- Minimum 2 years experience in quality assurance or development field
- Experience in editorial content review is preferred
- Experience testing web based (Flash) hosted applications preferred
- Experience with QA testing tools such as ADL
- Ability to think strategically and act tactically
- Strong written and verbal communication skills. Must utilize these skills to coordinate effectively across all groups in the organization
- Ability to interact effectively at all levels and across diverse cultures

- Ability to function as an effective team member

Global Compliance Services offers competitive salary, full benefits, a pleasant and cooperative working environment, and the opportunity to work for a company that encourages integrity in its employees and customers. To learn more about us, please visit our website at [www.globalcompliance.com](http://www.globalcompliance.com).

Send resume w/cover letter and salary requirements to GCS-HR, 13950 Ballantyne Corporate Place, #300, Charlotte, NC 28277, or email to [jobs@globalcompliance.com](mailto:jobs@globalcompliance.com). Please include "Jr. QA Specialist" in the subject line. Sincere applications should **include salary history/requirements** in a cover message/letter accompanying resume submission.

**Global Compliance is an Affirmative Action and Equal Employment Opportunity Employer and encourages diversity in our workforce.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.