Job Description

Job Title: IT QA & Application Analyst III   **Reporting To:** Chief Technology Officer

Job Function: IT   **Job Location:**   Cleveland, Ohio

Summary:

The IT QA & Application Analyst III will be responsible for assisting the user community with any technical issues, feature enhancements and will develop best practices with the company's approved applications. This role will also provide feedback from users to the company IT department to help improve application functionality and usability. In addition to quality assurance and business analysis, the IT QA & Application Analyst III will be responsible for user training in support of both new hires and existing team members to ensure all team members are maximizing our technology's potential. The ideal candidate will possess a strong attention to detail, analytical skills, and the ability to communicate technical information clearly to users at all levels.

GBX Group is an innovative, entrepreneurial organization. Working with our investors, we are dedicated to the revitalization of historic real estate properties in some of the greatest cities in the US. Our culture is unique and very important to us. We challenge one another, work hard and truly enjoy how our work makes a difference to people in the communities we serve. We are looking for someone who is smart, driven, and passionate about being part of a team that makes a real impact to join GBX as an IT QA & Application Analyst III.

Essential Duties and Responsibilities:

1. **Software QA Testing:**
   o Develop and execute comprehensive test plans and test cases.
   o Identify, document, and track software defects and inconsistencies.
   o Collaborate with development teams to resolve issues and ensure software quality.
   o Perform regression testing to verify that existing functionalities are not affected by new changes.
2. **IT Governance/Project Coordination:**
   o Must be a team player, collaborating effectively with all team members to achieve project goals.
   o Track the creation and enforcement of IT policies and procedures. Monitor compliance with regulatory requirements and manage IT-related risks.
   o Measure and report on key performance indicators (KPIs) for IT services and operations.
   o Work closely with the project manager to support the overall project plan, deadlines, and milestones.
   o Ensure timely delivery of project components and adherence to project timelines.
3. **Application Training and Support:**
   o Provide training sessions and materials to new hires and existing team members on new and existing applications, ensuring a smooth onboarding and continuous learning process.
   o Offer ongoing support to users, addressing their questions and troubleshooting issues.
   o Develop user guides, FAQs, and other support documentation.
   o Monitor and report on KPIs related to application performance, training effectiveness, and QA outcomes.
4. **Business Analysis:**
   • Gather and analyze business requirements to define software solutions.
   • Work closely with stakeholders to understand their needs and translate them into technical specifications.

- Create detailed documentation, including functional specifications, user stories, and process flows.
- Facilitate communication between business users and development teams to ensure alignment and clarity.

Education / Experience:
- Bachelor's degree in Technology, Information Systems or related field preferred.
- 5+ years of experience in quality assurance, business analysis, or a similar role.
- Experience in developing and conducting user training programs.
- Certification in Quality Assurance, Business Analysis, or relevant technical certifications preferred.

Knowledge, Skills & Abilities:
Knowledge, skills, and abilities listed below are the requirements needed to be proficient in this role.
- Demonstrate behaviors consistent with the organization's Cultural Norms of Candor, Mutual Respect, Trust/Integrity, Teamwork, Commitment to Excellence, and Fun as well as the Core Values of Smart, Driven, and Good.
- Strong initiative along with a willingness to jump in and solve problems.
- Analytical thinker with the ability to translate data into informative reports and visuals.
- Customer-service oriented with the ability to always maintain a professional presence.
- Self-directed and able to work well with individuals at all levels of the organization.
- Well-organized and hard-working with the ability to prioritize and multitask.
- Assertive, creative, and adaptable to changing conditions.
- Ability to work outside of standard work hours (as needed).
- Minimal travel will be required.
- Results-oriented and detail-oriented with a passion to excel.
- Excellent written and verbal communication skills; ability to explain technical concepts in simple terms.

Computer Skills:
- High proficiency with Microsoft 365 suite of applications (Word, Excel, PowerPoint, Outlook, etc.).
- Knowledge of Microsoft Teams or similar application.
- Experience with automated testing tools such as Selenium, Cypress, Playwright a plus.
- Knowledge of documentation tools such as Lucidchart and Scribe a plus.
- Knowledge of Microsoft Copilot and other AI tools a plus.
- Ability to quickly learn new software applications.

AAP/EEO Statement:

GBX provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. GBX hires and promotes individuals solely on the basis of their qualifications for the job to be filled.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions and perform any other related duties as assigned by their supervisor.