



## QA Manager (Hybrid / Cape Town)

Our client is looking for a QA Manager who will institute processes and protocols to refine product test cases and suites across their existing and forthcoming ventures. This role encompasses overseeing both manual and automated test executions, creating strategies, authoring test reports, formulating test plans and strategies and updating databases to promote ongoing quality enhancements and to ensure adherence to regulations and corporate policies.

The successful applicant will be tasked with initiating and nurturing a test automation team equipped with the latest technological tools and frameworks. They will be responsible for deploying this framework across all the client's existing and upcoming projects.

In collaboration with the skilled team, you'll be instrumental in achieving product objectives by leveraging your superior skills to guarantee the quality of our products. Your responsibilities will also encompass strategic thinking around skill development for the relevant team members.

### The Role

Core responsibilities will include but are not limited to the following:

- Establishing, implementing and maintaining a comprehensive quality management system (QMS) to meet company needs and regulatory requirements
- Designing and implementing processes for quality assurance and control, continuous improvement and root cause analysis
- Ensuring company products and services comply with internal standards and external regulatory requirements
- Planning, conducting and managing internal and external audits to evaluate the effectiveness of the QMS
- Identifying potential quality risks and creating strategic mitigation plans
- Conducting training for employees regarding quality standards, protocols and improvement methodologies
- Analysing quality metrics and data to identify trends, issues and opportunities for improvement
- Using structured problem-solving methods to address quality issues and to make informed decisions
- Overseeing regular inspections and tests of products, services and processes to ensure adherence to quality standards
- Working with product development teams to ensure quality is built in from the beginning

- Handling customer complaints and ensuring their concerns are addressed in an efficient manner, and leveraging their feedback for continuous improvement
- Developing and maintaining quality documentation such as quality manuals, quality procedures and quality plans
- Leading and developing the quality assurance team, including setting objectives, providing feedback and managing performance
- Communicating quality standards and guidelines to all relevant departments, staff, suppliers and contractors

#### **Qualifications and Experience**

- Extensive knowledge and experience with continuous integration tools
- Experience in writing UI automation tests for web and mobile applications
- Experience in API automation testing
- Experience in test case management platforms
- A tertiary qualification in computer science or an equivalent would be advantageous
- Knowledge of security standards, penetration and performance testing would be advantageous
- ISTQB/ISEB qualification would be advantageous
- Minimum of 4 years' experience in managing manual and automated test/quality assurance teams would be advantageous

#### **Skills Required**

- Drives alignment
- Strong decision-making capability
- Process-thinking focussed
- Enthusiastic about mentoring
- Strategic awareness
- Focussed on building strong relationship
- Open to seeking and receiving feedback