



Job Announcement

Position Title: QA & Training Specialist

Status: Full Time (Employee or Contract TBD); 100% remote

Collaborative Planning Group Systems, Inc. (CPGSI) is looking for a full time Quality Assurance and Training Specialist. CPGSI is a dynamic, growing, behavioral health technology company that designs and develops data collection and reporting systems to enhance behavioral health program monitoring and evaluation. We are seeking a self-directed, innovative QA and Training Specialist.

ROLE:

Individual will work as part of a multidisciplinary team to test software as part of the verification and validation of technical and business requirements within the software development life cycle, provide user training, update user support materials such as videos and Help Documents, and provide technical support for system users, as needed.

RESPONSIBILITIES:

- Learn our company's business needs and apply this knowledge when testing new products/features
- Work in a team environment, where collaboration is required to ensure the team success in delivering new functionalities to customers per business requirements
- Analyze complex functional requirements, perform research on current processes, design and document test strategy, and interact with the developers to author comprehensive test plans and test scripts
- Create test data to support testing efforts for interface testing, and identify, report and manage defects through resolution
- Provide accurate testing status to leadership and project team(s)
- Identify problems or deficiencies in the software development process with a goal of process improvement
- Act as an advocate for the end user experience
- Provide system training for new users including developing training scripts
- Develop user support materials such as videos, user guides, and Help documents
- Provide technical support for system users, as needed

SKILLS/QUALIFICATIONS:

Position requires a minimum of:

- Bachelor's degree (preferably in public health or social sciences)
- 2 years of experience in behavioral health, public health, substance use prevention and/or mental health promotion
- Analytical and problem-solving skills
- Excellent written and oral communication skills
- Teaching, instructional, training, and/or facilitation skills
- Strong computer skills and proficiency using web based software applications
- Adept at multi-tasking and excelling in a fast-paced, deadline-oriented environment



- Good time-management skills with the ability to follow a project schedule, juggling tasks and priorities to meet rapidly changing deadlines
- Ability to prioritize tasks within the project and work with minimal supervision
- Detail oriented, self-starter and a team player
- Experience diagnosing, reporting, tracking and resolving quality issues
- Ability to work and deliver in an agile environment as part of a team
- Creative, self-motivated, positive attitude toward tackling training and software issues
- A sense of ownership and pride in your performance and its impact on the company's success

Learn more about CPGSI at: www.collaborateandgrow.com

Please send cover letter, resume, writing sample and references to info@collaborateandgrow.com.

No phone calls please.