

Interfacing Technologies Corporation is a dynamic Montreal-based software & services company with over 10 years of experience in process modeling, simulation, knowledge, and performance management software. Among Interfacing's clients are world-class organizations from diversified sectors and management consulting firms.

The **Software Technical Customer Support/Quality Assurance Analyst** will report to the QA Manager (or Product Manager) and will be accountable for performing the quality assurance and testing activities. This will ensure that all Interfacing software products meet company, customer and industry standards. Moreover, the **Software Technical Customer Support/Quality Assurance Analyst** is primarily responsible for the execution of QA, Support and some internal IT tasks.

Task Description:

- Create, maintain and communicate test plans, and test reports, in a timely fashion
- Execute Functional, Regression, Integration, Load, and Performance tests as per test plan objectives
- Work closely with Testers, Developers and Architects for up-to-date functional and performance requirements
- Continuous learning and knowledge sharing for improved product development
- Isolate and report issues (bugs) by using Problem Tracking
- Automate test cases using automation tools
- Provide client support and technical issue resolution via E-Mail, phone and other electronic medium
- Analyze problems (both technical and operational) and arrive at workable solutions
- Dispatch technical issues to development team and follow up until issue has been resolved to client's satisfaction.
- Assist clients during deployment and installation of interfacing BPM software solutions
- Perform creation of new accounts and licenses using company provided software tools

Qualifications:

- DEC, AEC or University degree in Computer Science, or Certificate in Computer Related Technology
- Experience in corporate network configuration
- Experience in desktop and enterprise/web software products
- Experience in Database set-up (MSSQL, MySQL)
- Bilingualism and a high command of verbal and written English are a must (a command of Spanish or other languages is a valuable asset)
- Experience in testing is an asset

Interpersonal skills:

- Self-motivated, team player, action-and-results oriented
- Well organized, good communication and reporting skills
- Ability to successfully work under tight project deadlines

**Organizational "Fit" Considerations:**

Interfacing Technologies is seeking a team player who enjoys technical challenges within a fast-paced environment, applies sound judgment in successful task planning and execution, meets deadlines, and communicates the highest standards of professionalism in his/her appearance and work habits.

If you have the interest in professional growth and joining a leading Canadian Software and Services company, it is time to consider joining Interfacing Technologies Corporation!

For more information visit our web site: [www.interfacing.com](http://www.interfacing.com)

Please send resumes to: [jobs@interfacing.com](mailto:jobs@interfacing.com)

*Interfacing Technologies Corporation is an equal opportunity employer. We would like to thank everyone who submits a resume for these positions. Due to the volume of resumes that we receive, only those candidates selected for interviews will be contacted.*

***No facsimiles or telephone calls accepted.***

**06/2009**