Team Lead Software Quality Assurance

Fulltime | Kennesaw, United States

WHO WE ARE

At KNAPP (pronounced K-NAP, not Nap!), we "Make Complexity Simple" by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer's value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world's industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing.We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit www.knapp.com..

WHAT YOU GET TO DO

The TL SWQA is responsible for the organizational and technical management of their team. TL SWQA is responsible for the successful planning and technical execution of the projects assigned to the team (in terms of quality, resources used and milestones/deadlines). The TL SWQA is responsible for ensuring the quality delivered by the team (both in terms of function and produced work). Substitute for the Manager SWQA during his/her absence (business trip, vacation, sick leave).
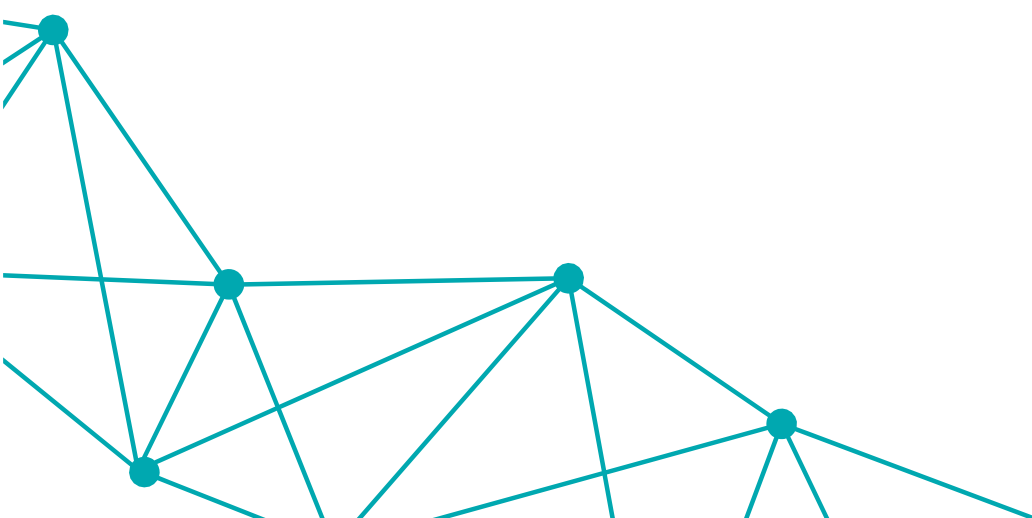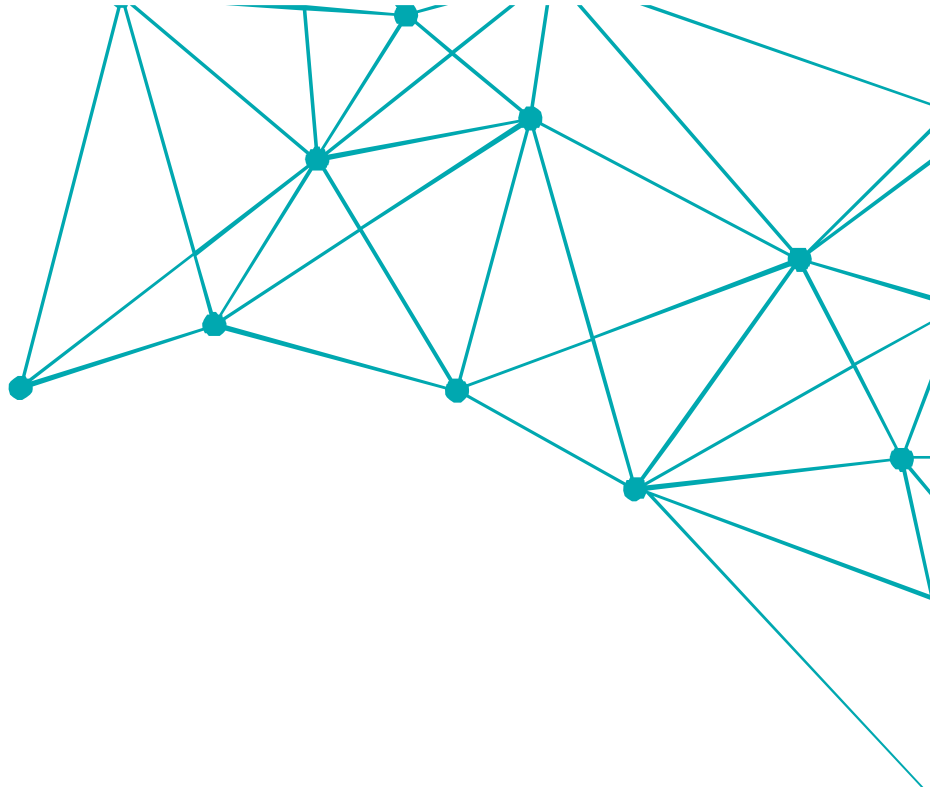
Essential Functions and Responsibilities:

Leadership

- The TL SWQA represents their team members and their interests externally and makes operational decisions independently
- Provides information on technical and organizational questions from outside the team or from outside the department
- Ensures the quality of his/her team's work, guides and evaluates his/her team members
- Coordinates with other departments to ensure requirements are met and information is communicated properly and effectively
- Resources and schedules for the team, considering customer appointments in consultation with the department management
- Leads coordination meetings with team members for information gathering and control
- Notifies supervisor of unexpected difficulties and delays
- Leads regular quality meetings/reviews/lessons learned and/or team meetings
- Oversees ongoing evaluation of the work results of the team members
- Responsible for organizational and technical management of the en-trusted personnel, with the following powers:

 Authorization to sign or approve (e.g., authorization of business trips)
  Approval of work orders and time management (e.g., authorization/ordering of overtime)
 Approval of compensatory time off, vacation
  Conducting the (annual) appraisal interviews with the team members
  Assessing training needs
- Authorization to sign or approve (e.g., authorization of business trips)
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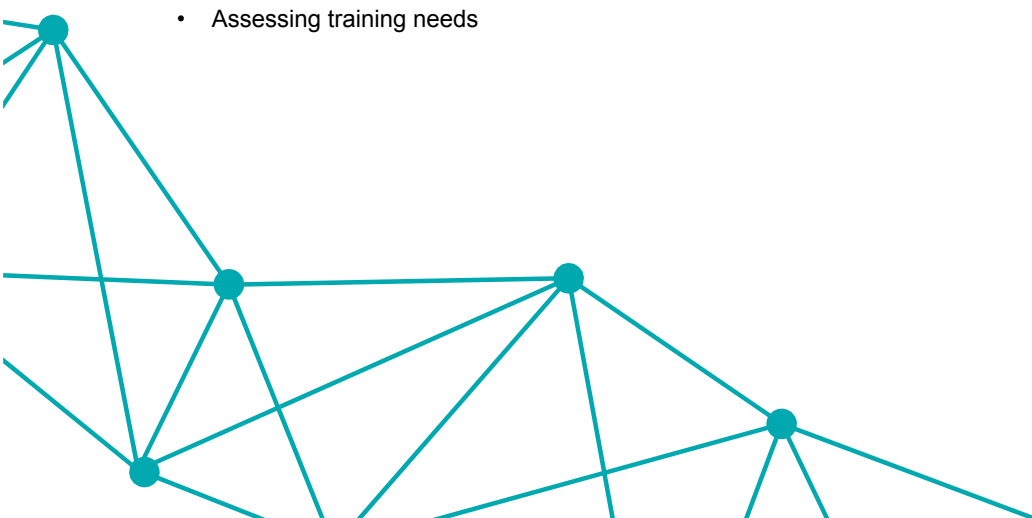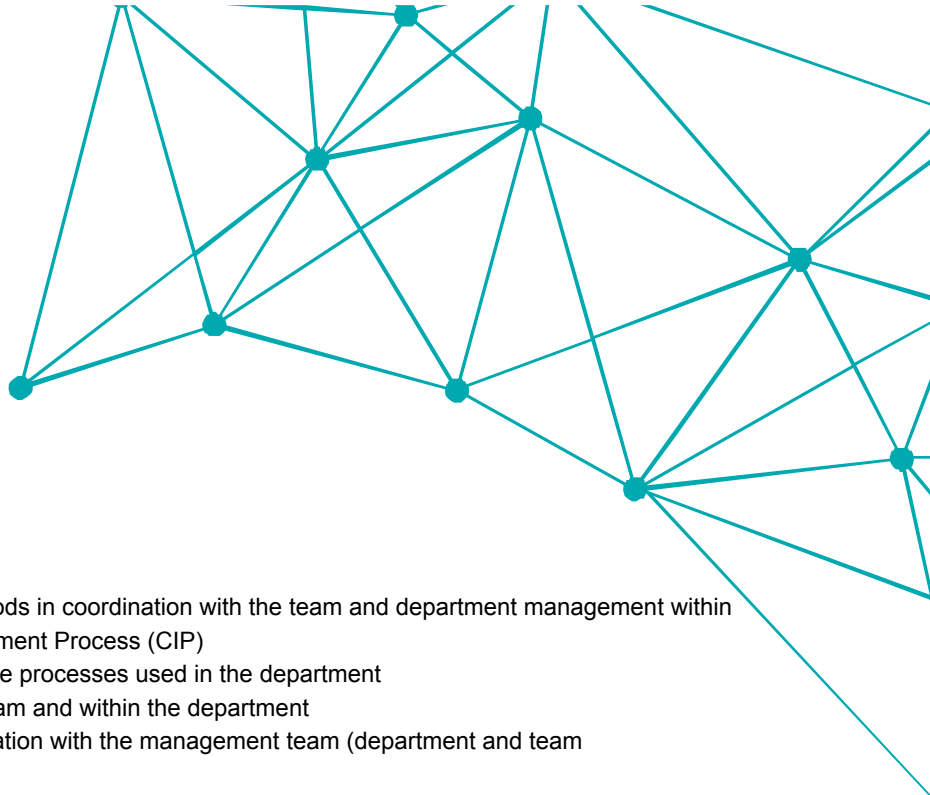
- Further development of the working methods in coordination with the team and department management within the framework of the Continuous Improvement Process (CIP)
- Continuous control and improvement of the processes used in the department
- Ensuring knowledge transfer within the team and within the department
- Defines team quality standards in consultation with the management team (department and team management)
- Ensures that the defined quality standards are adhered to in the team
- If it is necessary for the team leader to assume the role of SWQA in a project, the responsibilities, objectives, tasks, and functions associated with the SWQA position apply (see the job description of SWQA).

Reporting / KPIs

- Documentation of performed tests over all projects (via test documentation system)
- Creating anomaly reports over all projects (in issue tracking system)

Training and Mentorship

- Responsible for training new team members
- Mentoring and providing guidance to QA team members, creating and maintaining a culture of continuous improvement.
- Ensure effective collaboration and keep Quality oversight over all projects

Tasks for Software Quality Oversight

- Provide support by answering technical and process-related questions, delivering clarity on how product and project-related features should work to meet quality standards.
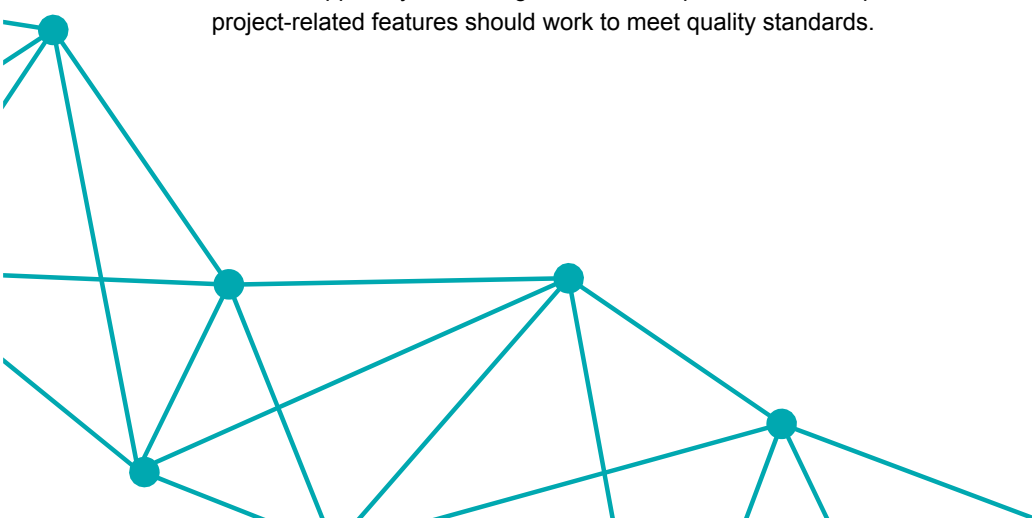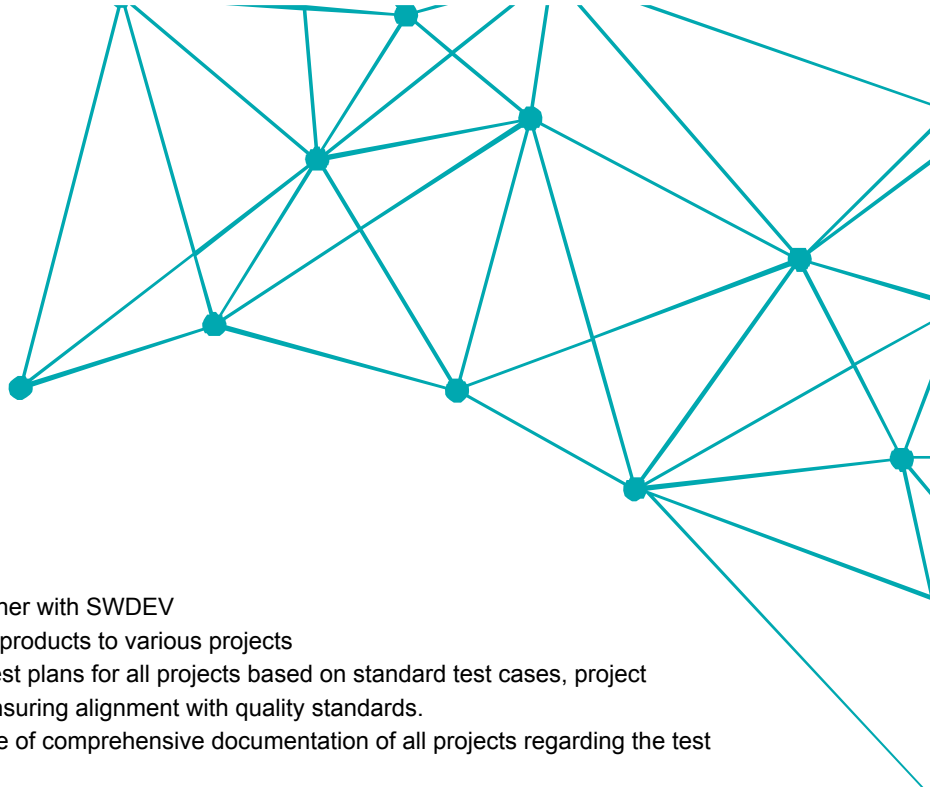
- Establish plan for automated testing together with SWDEV
- Monitor the roll-out of automated tests for products to various projects
- Monitor the creation of test projects and test plans for all projects based on standard test cases, project specifications and development orders, ensuring alignment with quality standards.
- Monitor the development and maintenance of comprehensive documentation of all projects regarding the test plans, test cases, and test results
- Monitor the implementation of training sessions for customers and employees
- Continuously update and share technical and process related QA knowledge within the Implementation department
- Monitor that test environments are properly set up and maintained to support testing activities over all projects

WHAT YOU HAVE

- Bachelor's degree or equivalent experience in a related field required
- Preferred prior leadership experience on team lead level or project lead level
- Intermediate organizational and communication skills
- Minimum of 2 years of experience in software quality assurance, demonstrating a thorough knowledge base on testing methodologies, tools and best practices.
- Intermediate documentation skills for creating test plans, test cases, and knowledge bases
- Proficiency in languages used for automated testing (Python, Java, Bash Script, C++)
- Intermediate experience with CI/CD and tools related to it (preferably Azure DevOps)
- Intermediate knowledge of various SDLC methodologies such as Agile, Waterfall, and DevOps
- Expertise in tracking test cases
- SQL and PL-SQL experience is required
- Intermediate experience with Linux

  Work in a mixed Linux and Windows environment
- Work in a mixed Linux and Windows environment
- Intermediate knowledge and understanding of logistical workflows and processes
- Intermediate knowledge of current software development technologies and design patterns (OOA, UML, common patterns)
- Demonstrated capability to create workflows and processes in written form and sequence diagrams, and to develop and implement accordingly
- Intermediate knowledge in one of the following fields: Database development; process development, UI/HMI development
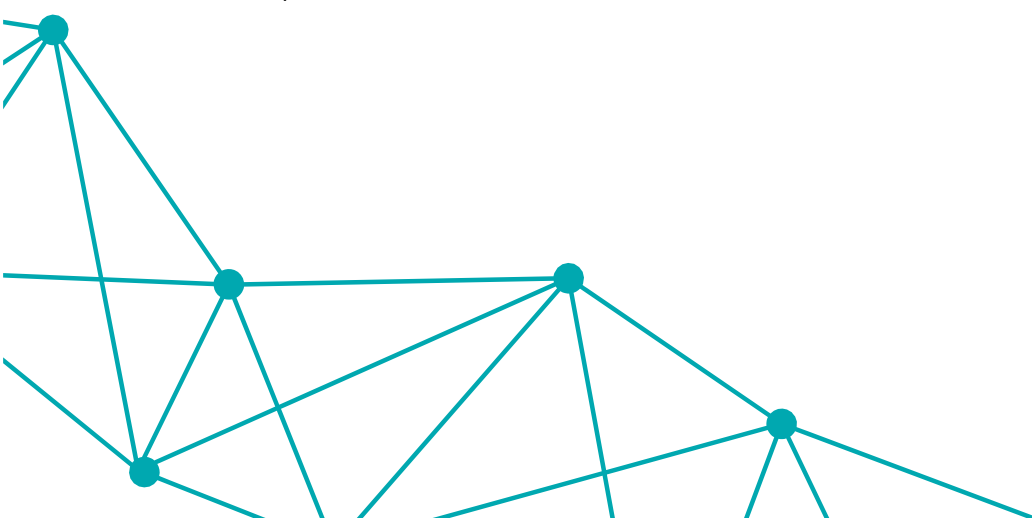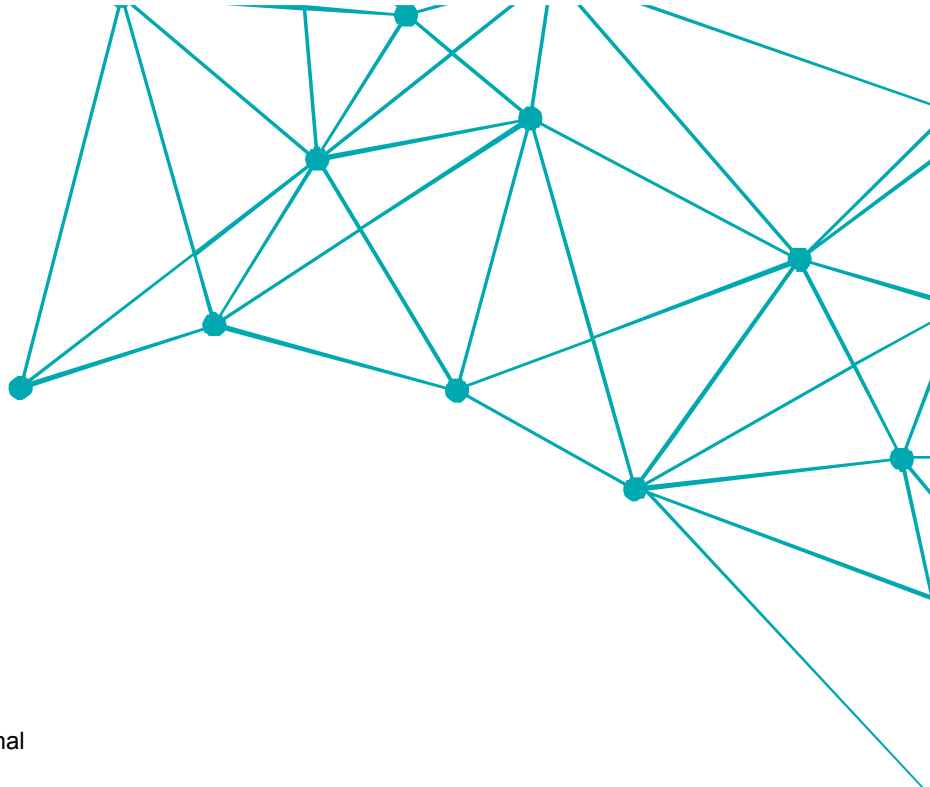
Working Conditions and Environment:

- Up to 20% travel, domestic and international
- Authorized to work in the U.S.
- Passport or ability to obtain a passport
- Professional office etiquette is required at all times
- Physical requirements: sitting for long periods of time, standing, walking, climbing a ladder, speaking, visual acuity, finger dexterity, listening, reaching at arm's length, and lifting up to 50 pounds.

WHAT YOU WILL GET

- 2 remote days per week
- Half day Fridays
- A beautiful new, state-of-the-art, office complex in Kennesaw, GA
- Industry competitive compensation
- Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with a very generous employer match and no vesting!
- Paid Vacation & Holidays
- Profit Sharing
- Paid Parental Leave
- Subsidized Daycare
- Tuition Reimbursement
- Pet Insurance
- Subsidized food delivery
- Monthly celebrations
- Quarterly employee events
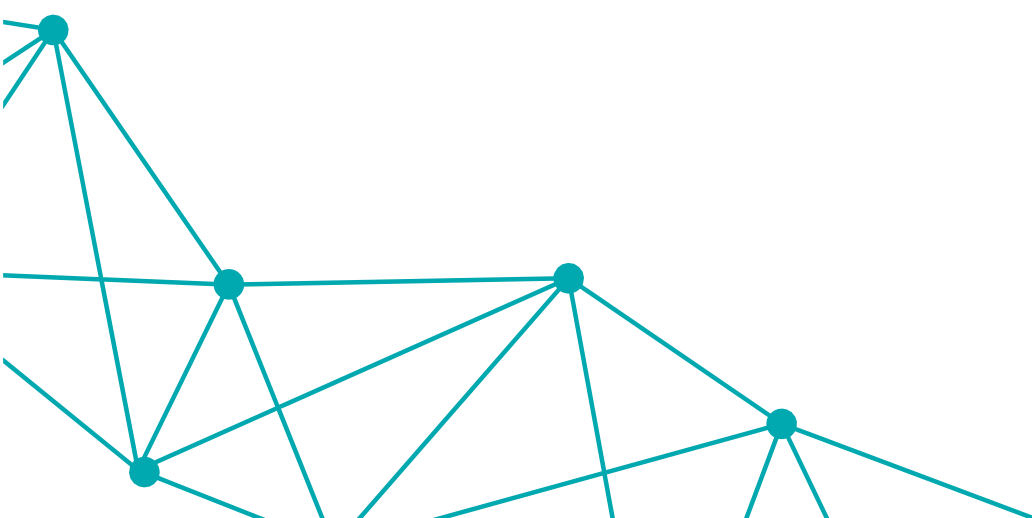- Corporate Social Responsibility including recycling, sustainability and volunteering
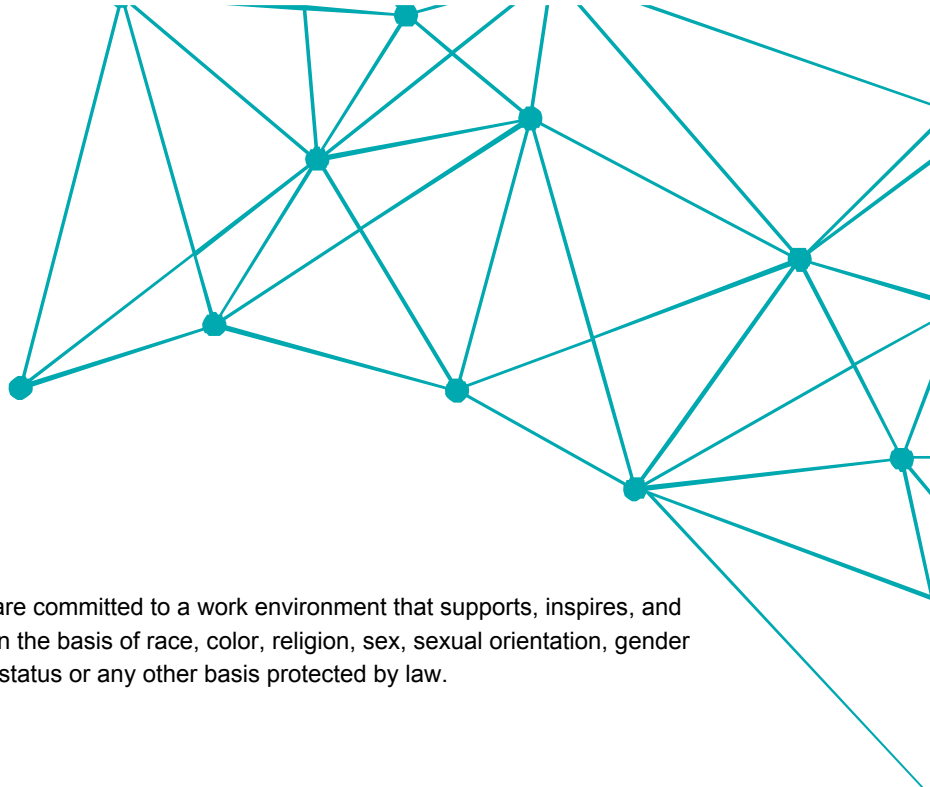
Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required. All candidates will be subject to drug-screening in accordance with the policy and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."