

Software QA Tester/Tech Support Staff

Company Description

Cognition is a small, fast moving company that offers a flexible, diverse, and exciting work environment. Cognition presents a suite of software tools to capture and model all aspects of product design, and gives enterprise wide collaborative access to the design model. We also provide consulting services and training in the deployment and use of these solutions.

Overall Job Responsibilities

This employee has a dual role working with the Technical Support and Quality Assurance teams.

As a tech support staff member, this employee is the first line of customer support for Cognition, logging calls from customers, providing solutions to their problems, and escalating issues when necessary.

As a software QA tester, this employee participates in testing software releases encompassing both regression and functional tests. As more testing experience is developed, this person will also help author new tests.

The person who fulfills this position is expected to:

- Work full time, 40 hours a week
- Utilize electronic systems to ensure new support cases and ongoing case activity are logged as they occur
- Reproduce and troubleshoot support issues and escalate when necessary
- Execute regression and functional test cases
- Report defects found as per Cognition's QA processes
- Write new test cases as needed
- Participate in testing software releases
- Report test progress to the QA manager
- Know and fulfill responsibilities for QA and support tasks with urgency, passion, and energy
- Share information, resources, knowledge, and ideas
- Take a forward-looking approach to make ideas happen and anticipate customer needs and market opportunities
- Be detail-oriented and work well under pressure
- Have a creative thought process and ability to think outside the box
- Be flexible and adaptable to meet the often-changing needs of a small and growing company

Requirements

- A high school diploma or equivalent with an excellent understanding of computers and technology
- Must be a team player
- Possess strong verbal and written communication skills
- Good organizational skills and attention to detail
- Some knowledge of Microsoft Windows administration and setup
- Some programing or scripting experience is desirable but not required

We value passion and an agile mind over knowledge of specific technical skills.





24 Hartwell Avenue, 2nd Floor
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1.781.271.9300

Compensation/Benefits

Compensation is commensurate with experience.

Cognition offers a wide variety of competitive benefits to help meet your needs and to help you balance your work and personal life. Benefits include:

- Medical and dental insurance
- 401(k)/profit-sharing plan
- Life and long-term disability insurance
- A flexible holiday and paid time off program

Cognition does not sponsor applicants or employees for employment visas. Being authorized to work in the United States is a precondition for hiring for this position.

Job Location: Lexington, MA

Company URL: <http://www.cognition.us>

Contact: resume@cognition.us

