

Business/Quality Analyst

EDCi provides infrastructure and call center technology services and solutions to clients throughout the Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi has an immediate opening for a Business/Quality Analyst on our Customer Care Team, which delivers contact center solutions. This person will have responsibility to elicit, analyze, specify, validate and document the business needs of clients leveraging contact center solutions and integrations. They will also participate in Quality Assurance by developing and executing test scripts. The Business/Quality Analyst will facilitate development in areas such as AI/Bots, software integrations to backend systems and various communications platforms. They will work closely with project managers and program managers to help organize integrations development. If you are detail oriented, pride yourself on delivering exceptional products, and want to work on cutting-edge technology projects and integrations, we want to talk to you!

When you join the EDCi team, you'll receive many perks, including:

- Funded Training and Certifications
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Casual Attire
- Work-Life Balance
- And many more!

Responsibilities

- Prepare and review test plans and uses cases, perform testing, define and document user procedures, manuals and workflows
- Conduct system quality assurance testing, either through preliminary unit testing, functional testing or system testing
- Provide feedback from quality assurance testing, including detailed information on the issues encountered as well as error messages, expected versus actual output and technical information
- Leverage standard templates to accurately write requirement specifications by conducting interviews and product analysis to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and/or other methods
- Analyze and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards
- Ability to administer workshops with the business and IT, articulating the business requirements in a clear and concise manner
- Manage and track the status of requirements throughout the project lifecycle; enforce and redefine as necessary by communicating enhancements and/or modifications verbally or through written documentation

- Translate conceptual user requirements into functional requirements in a clear manner
- Where necessary, develop process flow models and call flow models
- Help the customer with Change Management processes and best practices
- Help the project team identify and manage project risks
- Make recommendations regarding the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes
- Develop a strong understanding of the products that EDCi leverages in our product/services portfolio

Essential Skills & Qualifications

- Associate's degree Required (or equivalent work experience)
- Strong analytical, communication and problem solving skills are required
- Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development
- Experience with development and implementation of software solutions, systems, or products
- Ability to create systematic and consistent requirements specifications in both technical and user-friendly language
- Excellent listening, interpersonal, written, and oral communication skills
- Logical and efficient, with keen attention to detail
- Excellent client service attitude and team focus
- PureConnect experience preferred
- Experience with testing procedures and platforms such as Azure Dev Ops
- Broad experience with typical backend data systems in order to track data or create data for testing purposes