Quality Assurance Tester, Break-Fix GPO

Hermiston, Oregon

Job ID: 1970641 | Amazon Data Services, Inc.

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To apply: https://www.amazon.jobs/en/jobs/1970641/quality-assurance-tester-break-fix-gpo

Job summary

To meet the growing demand for Amazon Web Services globally, the AWS Infrastructure Operations Team is seeking a dynamic, organized, and experienced Quality Assurance Tester.

The Role:

Quality Assurance Technician (QATs) work on testing tools and instructions used by data center technicians at the user level. The tester will also take part in building requirement for testing automation. QATs at Amazon are excellent individual contributors capable of taking on tasks of test case execution from start to completion with minimal help. QATs are responsible for understanding the product in detail, and updating the test case tool with test execution results. They write and maintain test cases based on well- defined feature requirements, writing tests cases (not test plans) that are high quality, high value, and maintainable. QATs also have experience with user acceptance testing and operational readiness; they are able to understand software internals, debug problems using log files and reproduce errant product behavior to assist developers or other testers and identify, track, and accurately report defects found. QATs produce good reproducible defect reports to verify fixed bugs are truly fixed. Develop and execute automated tests and test plans.

Key job responsibilities

• Execution of a set of test cases assigned to you by a test lead.

• Identifying critical bugs.

• Delivering reproducible defect reports that include steps to reproduce, logs, clear description of actual results vs. expected,

• Gaining knowledge of the features and detailed functional requirements of the work well enough to execute your assigned tests.

• Prioritization of own work with help from your manager, operating with limited discretion.

• Keeping team members informed of issues that affect you and escalating concerns promptly and appropriately with limited guidance from your manager or team members.

• Ability to manage directly assigned tasks.

• Be comfortable with capturing results, communicating and escalating failures and providing individual status reports and adhering to Productivity and Quality base lines.

BASIC QUALIFICATIONS

· Four-year degree in Computer Science, Electrical, Industrial, Mechanical Engineering or equivalent experience.

· 2+ years of experience using and teaching Six Sigma and statistical problem solving methods.

· 2+ years of experience problem solving ability and technical aptitude. Ability to recognize gaps in change management, workflows and operational processes and procedures.

· 4+ years of project management skills

· 5+ years' experience operating in or managing an operations organization in a 24x7 global infrastructure as well as a record of individual technical achievement

PREFERRED QUALIFICATIONS

· Able to demonstrate the ability to take ownership of technical issues brought up by their customer base. If they are unable to resolve certain issues by themselves, can demonstrate a willingness to actively engage other support teams to drive it to resolution.

· Willing to travel up to approximately 25% of the time to domestic and international data center and office locations. Flexible to support occasional meetings at off hours.

· Strong background in internet service deployments, IP networks, and balancers, web servers, and databases

· Capable of technical deep-dives into systems, networking, and storage with very bright, experienced engineers

· A natural team leader who can motivate and encourage personal advancement

· Experience in network and large scale DC or equivalently complex troubleshooting and maintenance practices

· Six Sigma Master Black Belt experience or equivalent background in statistics.

· Experience implementing lean production systems in a variety of different environments. Expert level understanding of lean concepts and cultural challenges involved in change management.

· Excellent written and verbal communication skills. Experience presenting at executive levels, facilitating tough decisions, as well as a passion for teaching and coaching on the front line.

· Five plus years' experience in a decision-making capacity within a critical environment to include global project/program management experience.

· MBA or Masters in an Engineering or Analytical discipline preferred.

· Meets/exceeds Amazon's leadership principles requirements for this role

· Meets/exceeds Amazon's functional/technical depth and complexity for this role