San José State University Research Foundation

Position: Research Associate (Quality Assurance Specialist)

DEPARTMENT: NASA Ames

IMMEDIATE SUPERVISOR: Project Director

POSTING DATE: July 16, 2021

CLOSING DATE: Open Until Filled

SALARY: $85,000 – $150,000; negotiable

EXEMPT STATUS: Full-Time, Exempt, Benefit

GENERAL NATURE OF POSITION

Are you passionate about solving complex problems to help users achieve their goals? Would you like to be a part of NASA’s return to the Moon and beyond?

The San José State University Research Foundation (SJSURF) is looking for a research associate (quality assurance specialist) to help NASA get the right information, to the right people, at the right time. SJSURF works alongside civil servants from the Human-Computer Interaction (HCI) Group to research, design, build, and manage enterprise web applications for NASA engineers. The team works onsite at NASA Ames Research Center in Mountain View, CA, right in the heart of Silicon Valley.

In this role you will work with cross-functional team members to deploy and maintain high quality human-centered software on time. We’re looking for a motivated professional who is interested in the full life cycle of a project including a variety of testing activities, writing test plans, and maintaining documentation.

The HCI Group defines diversity broadly as the entire universe of differences and similarities. We celebrate each team member’s unique experiences and believe that we do our best work in an environment that is transparent and team focused. Our team values a healthy approach to our work, from accommodating an ergonomic work setup to maintaining a balanced work-life schedule with the ability to work remotely.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Write, run, and maintain test cases for use in smoke testing and release testing.

2. Find, file, track, clarify, and verify bugs as they are fixed.

3. Review system specifications and identify inconsistencies across the platforms.
4. Set clear guidance and schedules for successful test implementation.

5. Transparent about test status and/or testing challenges.

6. Troubleshoot application issues reported by users and found via exploratory testing.

7. Participate in development and maintenance of our custom, web-based data integration platform by assisting product operations, and development teams in day-to-day efforts, and testing new features to be implemented platform-wide.

8. Promote the growth of team performance by contributing to internal documentation and process improvement efforts.

9. Other duties as assigned.

INTERPERSONAL CONTACTS
- Reports to the project director.
- Interacts with SJSURF staff and civil service staff on a daily basis.

SUPERVISORY RESPONSIBILITIES
None, though may be called upon for advice and direction by others.

QUALIFICATIONS

Education and Experience
- A Bachelor's Degree or equivalent experience in a technology-related field.
- At least one year working in software quality assurance.

Knowledge, Skills, Abilities Required
- Skilled in developing, performing, and maintaining test plans and test cases, as well as documenting QA activities required.
- Knowledge of industry standards, QA methodology and best practices, as well as willingness to improve current processes required.
- Familiarity with bug tracking tools such as Jira required.
- Excellent attention to detail required.
- Proficient verbal and written communication skills required.
- Ability to integrate well with a culturally and organizationally diverse team required.
- Proficiency working both as a member of a team and independently, as needed required.
- Familiarity with of HTML, CSS, and XML required.
- Running, developing, and maintaining automated tests preferred.
- Python, JavaScript and/or SQL preferred.
- CI/CD workflow preferred.

Physical Requirements
- Potential domestic travel.
Located at the NASA Ames Research Center. Therefore, this employee must meet security qualifications for entrance to the Center.
- Candidate will be a U.S. citizen or permanent resident.

Complexity of Duties
- Exercises independent judgment in the management and completion of diverse and complex set of tasks.

NOTE: This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

BENEFITS
The San José State University Research Foundation (SJSURF) provides excellent benefits package to benefited employees. The comprehensive benefit package includes:

a) Ten company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage).

b) Employer paid dental and vision for both employee and eligible dependents.

c) Life, AD&D, LTD with supplemental coverage opportunities.

d) 13 paid federal & state holidays.

e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer contribution component, which vests immediately.

f) Vacation hours accruals and separate sick hours accumulations.

g) Employee discounts.

h) Paid training and professional development conferences.

The San José State University Research Foundation (SJSURF) provides excellent benefits package to benefited employees. Please visit Benefits & Compensation page to get more details.

APPLICATION PROCEDURE
To apply for this position, an applicant must submit a formal application for employment, as well as a resume and a cover letter. The applicant may do this via e-mail. The formal employment application is located on the SJSURF website on the Forms page. Due to the COVID-19 health crisis, all candidates must submit their application materials to foundation-jobs@sjsu.edu.

Please address your formal application, your resume, and your letter of interest directly to:

San José State University Research Foundation
Attn: HR/Job Code: RA QA NASA
E-mail: Foundation-jobs@sjsu.edu

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.
REASONABLE ACCOMODATION
The San José State University Research Foundation (SJSURF) is committed to providing access, equal opportunity and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information.

ABOUT THE SJSU RESEARCH FOUNDATION
SJSURF employment is separate and distinct from San José State University or state of California employment. SJSURF employees are not employees of SJSU or of the state of California.

SJSURF is a non-profit auxiliary of San José State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

SJSURF is an equal opportunity employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.