SEM Applications, Inc.

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Position Title: Quality Assurance, Testing, and Documentation Specialist

Position Description:
We are looking for a talented individual to join our Quality Assurance team. SEM Applications, Inc. is an established company that has been in business since 1997 and has experienced continuous growth! We work in a fast-paced, dynamic, and entrepreneurial environment and encourage participation and feedback. This position will be responsible for providing comprehensive validation and testing of the EMS Application for all new functionality, updates, and reporting, ensuring not only the accuracy of the change, but that it also fulfills the customers' expectations. Successful candidates will write and update documentation for internal use, customer use, and as updates to the User Manual in regards to all changes.

Essential Functions:
- Develop and maintain proficiency in the company's software application and core technologies
- Provide technical assistance to customers via email and phone support.
- Troubleshoot system functionality issues and document all testing results
- Complete system testing, regression testing, and documentation
- Approve all development changes for customer release
- Perform Technical Troubleshooting to determine the root cause of system errors and client reported incidents related to software and/or user error and document all correspondence and solutions.
- Evaluate all customer change requests for need.
- Update change documentation in easy to understand format to distribute to customers
- Support technical support team as needed to assist customers with questions and understanding of the EMS program.

Qualifications and Experience:
- Excellent verbal and written communication skills via phone, email, and online support
- Proven ability to clearly and effectively interact with customers in a friendly and professional manner
- Strong problem solving skills. Ability to interpret the customer's needs and provide the appropriate solution
- Ability to act independently, take initiative and complete tasks in a timely manner
- Experience in system analysis, procedure analysis, and problem resolution
- Detail oriented
- Desire to continuously increase in knowledge and understanding of our work
- Experience with MS Office products such as Word, Excel, Outlook, Access, etc..

If this is the right position for you, please submit your resume, cover letter (including salary requirements), and references to jobs@semapplications.com