Second Avenue Learning is hiring a **full-time QA & IT Analyst**

**About**
Second Avenue Learning is an interactive media company that provides custom software development for interactive modules and serious games for education, managed services for learning management systems, training services and content authoring, in addition to proprietary products.

**Position**
Importance of Role: The QA & IT Analyst plays a significant role in ensuring the software we deliver is of the highest quality as well as ensuring our company systems are functioning smoothly and securely. This role has the opportunity to grow into a more senior position in either IT or QA.

**What’s Expected**
This position is responsible for the execution of test cases and thorough documentation of reproducible bugs. They will help assist team members with IT issues impacting their work environment. They will work with the QA Lead and the Director of Technology in order to balance their time between the shifting QA needs of our projects and any internal IT support requests.

**Duties and Responsibilities**
- Proven ability to work independently with limited supervision and with other department personnel.
- Good communication, organization, and time management skills.
- Must be a team-player.
- Strong analytical and problem-solving skills with a high attention to detail.
- Strong written communication skills.
- Ability to deal with multiple projects and deadlines.
- Ability to pick up new technologies and work with new systems quickly.

**Education/Experience/Traits**
- An Associates or Bachelor’s degree in IT or related field or equivalent experience or combination of relevant education and experience.
- Experience in executing test cases, creating test cases a plus.
- Experience with automated testing a plus.
- Skill with one or more scripting or programming languages (JS, Java, C#, python, etc.)
- Experience in administrating Microsoft 365 a plus.
- Experience in administrating Linux systems.
- Experience in administrating cloud hosting systems (Google Cloud, Amazon AWS).
- Experience in troubleshooting Windows based PCs. Mac is a plus.

**How to Apply**
Please send your Resume, Cover Letter, and MCC M# to Joe Snowden at jsnowden4@monroecc.edu