



Quality Assurance Engineer

The Organization

Opportunity Fund is a different kind of financial institution – a Community Development Financial Institution (CDFI). Over 20 years ago, the US Treasury Department created this designation for loan funds (like Opportunity Fund), credit unions, and others who are committed to using financial tools to help low-income communities.

We provide loans to low- and moderate-income immigrants, women, and other deserving, but underserved small business owners. We have seen firsthand the ripple effect of such loans. Businesses grow, jobs are added, healthier communities and families thrive.

Our mission is to drive economic mobility by delivering affordable capital and responsible financial solutions to determined entrepreneurs and communities.

We continue to drive economic mobility, fostering entrepreneurship, hard work, and ideas. We envision an inclusive world in which all entrepreneurs and communities have the opportunity to make their dreams come true.

In 2020, Opportunity Fund joined forces with Accion U.S. Network to create Accion Opportunity Fund to together provide national, scalable programs that leverage technology and data analytics with high-touch customer service to drive deep community impact. Together, we are building a diverse, vibrant community where opportunity, knowledge, and access to capital are within reach.

For more information about us, visit <https://www.opportunityfund.org/about/>.

The Role

The Quality Assurance Engineer will be responsible for overseeing the delivery of new software features and upgrades in our loan origination system and will drive our organization to greater efficiency. The Quality Assurance Engineer will also provide technical support to agents interacting with our loan origination system.

The primary software you will be supporting in this system is a Salesforce managed package called Cloud Lending. You will also work with a wide range of third-party applications supporting Accion Opportunity Fund's lending operations.

In this role, you will work closely with Salesforce developers, database engineers and product managers. This role reports to Accion Opportunity Fund's Director of Product Management.

Duties to include:

Testing

- Automating and managing unit regression tests in multiple sandbox environments for our Salesforce loan origination system and Customer Portal
- Automating and managing end-to-end UAT regression test cases in multiple sandbox environments for our Salesforce loan origination system and Customer Portal
- Adding and refactoring unit and end-to-end UAT test cases with new software developments
- Maintaining Bitbucket code repository with version control for unit and end-to-end UAT test cases
- Developing and managing test plans for new software development
- Collecting and resolving end user testing feedback for new software development
- Maintaining and managing test data (e.g., Experian Star Data)
- Maintaining and updating end user training material with any new software development
- Creating and maintaining technical documentation

Technical Support

- Providing technical support to agents interacting with our loan origination system
- Providing severity and scope analysis of issues, inquiries and requests
- Providing a concrete explanation of resolution to issues
- Providing feedback to improve overall SLA goals and outcomes
- Educating and empowering agents on self-task performance and investigations
- Managing and improving knowledge base with self-service resources for agents
- Managing relationship with third party vendors for escalated support issues
- Designing production support procedures, policies and documentation
- Serving as subject matter expert for our Salesforce loan origination system
- Other duties as assigned

The Person

Highly qualified candidates will share Accion Opportunity Fund's commitment to its mission and will embody the organization's core values bringing a broad range of skills and experience including, but not limited to:

- 3-5 years of experience as a software engineer or quality assurance engineer
- Professional certification, such as Six Sigma, Quality Engineer, or Quality Auditor
- Bachelor's Degree from an accredited university. A combination of education and experience may be considered
- Demonstrated knowledge of testing best practices, version control practices and defect management practices
- Mastery of testing tools
- Expertise in Salesforce development, administration and configuration
- Broad and extensive understanding of software development (SDLC) with experience in Agile/Scrum
- Knowledge of:
 - Languages: C, C++, Java, Apex, SQL, PL/SQL, SOQL, SOSL
 - Web Languages: REACT, HTML, CSS, JavaScript, JQuery, SOAP, REST, WSDL

- Data Migration Integration: SOAP (Partner and Enterprise WSM), REST, DBAmp
- Databases: MYSQL, Oracle, MS Access
- Testing Tools: Selenium, Katalon, Cucumber
- Superior written and verbal communication skills
- Detail-oriented and highly organized
- Collaborates well with other team members to solve complex technical challenges

Preferred Qualifications

- Professional experience in the financial services industry

Perks & Benefits

Our mission is what motivates us to come to work each day. We know that happy employees are productive employees, which is why we offer a comprehensive benefits package that includes:

- Competitive salary commensurate with experience.
- An environment that values work-life balance.
- 100% company-funded Medical, Dental, Vision, Life & Disability coverage for employees. 90% company-funded dependent coverage.
- Tax deferred & Roth 403(B) Retirement Plan with employer match. Employer match increases with tenure.
- Paid vacation (increased with tenure), 13 paid holidays, sick, and family leave days.
- This is a fully Remote (WFH) position.

To Apply:

Interested candidates should click [here](#) to apply to the job online.

Diverse candidates are encouraged to apply, especially BIPOC.

Opportunity Fund is an Equal Opportunity Employer. www.opportunityfund.org