MANAGER OF QUALITY ASSURANCE AND USER SUPPORT

Hats & Ladders, Inc. | New York, NY

Start date: February 2022
Position Type: Full-time
Location: Based in NYC (open to remote candidates)

ABOUT US

Hats & Ladders, Inc. is a mission-driven start-up focused on helping all youth develop career thinking so they can feel more confident and better informed about their future choices. We're supported by the National Science Foundation, U.S. Department of Education, and youth development organizations in New York City and beyond. Our platform promotes a blended learning approach: a self-guided web-based app for young adults that works in tandem with a web-based dashboard of resources for educators.

ABOUT THE OPPORTUNITY

The Manager of Quality Assurance and User Support has the essential role of ensuring that our users experience a high-quality product and receive exceptional and timely assistance. As the first full-time person in this role, you will be integral to leading two important aspects of our business:

- Defining our testing strategy, team and processes to help make sure we're delivering quality, working products with every release
- Developing our customer support protocols, procedures and team to ensure that questions or issues raised by our users are effectively and efficiently resolved

At Hats & Ladders, we have combined these responsibilities because we believe the best way to provide our users with an outstanding experience is to have an individual with deep, hands-on product knowledge leading both efforts. The knowledge you gain from managing the user support team will inform our QA testing strategy. The knowledge you gain from leading testing will inform our strategy and resources for user support.

For both components of this role, you will be recruiting, training and managing the team members (internal and external) delivering services. The Manager of Quality Assurance and User Support reports directly to the Director of Product with close ties and responsibilities connected to both our Engineering and Client Success teams.

WHAT YOU WILL DO

Lead Quality Assurance

- **Define our agile testing strategy, team and processes,** with an eye toward iterative development, user experience, reliability, and real-world use cases
- **Directly hire and manage internal and external QA resources** to match the needs of our development and release cycles
- **Represent QA in product planning and development** to ensure deep knowledge of product roadmap and successful implementation of testing strategy
- **Prepare test plans and define testing requirements,** with a mix of automated and manual testing for each release cycle of iterative development
- **Plan and coordinate internal and external testing efforts** closely with Product and Engineering teams to ensure testing and product needs are in alignment
- **Coordinate with engineering to streamline processes with DevOps and build** to ensure reliable, performant quality output
- **Support Product and Engineering by documenting, investigating, and managing bugs/defects** to appropriately prioritize and fix issues
- **Partner with engineering team** to leverage automation for scalable solutions to prevent regressions and ensure reliability of product
- **Utilize and optimize our Project Management software** to track QA issues as they are reported and resolved

Lead User Support

- **Become a subject matter expert on our technologies** in order to support customers and advocate for improvements to our services and products
- **Establish our User Support policies and practices** to identify, define and communicate support issues to product and engineering teams, and track resolutions
- **Hire, onboard and prepare our Seasonal Support Champions** to provide timely, responsive and effective support during our busiest seasons in Spring and Summer.
- **Utilize and optimize our Help Desk and Project Management software** to field, investigate and resolve user issues
- **Create and manage our Online Guides and FAQs** that are available to users via our Help Desk software
- **Compile and analyze Help Desk ticket data** to increase our understanding of common user issues and inform Client Success team efforts.
- **Support client onboarding and platform access** by managing access authorization and permission workflows
- **Work with Product and Engineering teams** to establish efficient escalation policies

Collaborate with Client Success

- **Enhance client-facing training materials** (presentations, videos and user guides) with an attention to how best to provide technical support to a variety of users
- **Participate in ongoing customer interviews and focus groups** to better understand and pre-empt user issues
- **Present analyses of user support issues and outcomes** to inform iterations to Client Success materials and approaches

WHAT YOU BRING

"Musts"

- 3+ years of user support experience providing front-line help to customers and users with technical questions or problems
- 3+ years of testing experience, including knowledge of manual and automated test methodologies, managing test plans, and managing test cases
- Experience with Customer Support software to manage the workflow of support tickets and meet response time/resolution targets
- Passion about the customer experience, and what can be done to improve it
- Experience building and supervising a team, as you will supervise part-time, intern, internal staff and external testers
- Development and/or test automation experience in HTML, CSS, JavaScript and frameworks like React and React-Native

"Pluses"

- Experience working with educational customers and/or technology
- Experience in user research and experience design of mobile web applications
- Experience working with various software testing tools (e.g., Cypress, Selenium, Jest, Mocha, Jasmine) and an ability to manage multiple test cycles running in parallel across multiple channels
- Experience with AWS stack: EC2, S3, DynamoDB, Redshift, Aurora, Lambda, SNS, CloudWatch, Terraform

WHAT WE OFFER

- A fun, creative start-up that is growing fast
- Deeply collaborative team work environment
- Meaningful, mission-driven work
- A competitive salary, including health benefits, flexible work schedules/location, more than a month of paid time off (including three weeks of vacation)
- A sane work life (with a few exceptions here and there)

INCLUSION MATTERS

As an equal opportunity employer, Hats & Ladders, Inc., is committed to creating an inclusive, connected and diverse workplace. We seek candidates from a wide variety of backgrounds because it's the right thing to do *and* will make our company stronger. If you share our mission to build a sustainable social impact organization, you will find a place where your contributions are valued and rewarded.

TO APPLY

Please apply, send your resume and cover letter to careers@hatsandladders.com