

Quality Assurance & Support Specialist I

The Quality Assurance & Support Specialist I is responsible for supporting the accurate, usable, and timely delivery of enhancements to **mapbenefits**, Mezrah Consulting's administrative technology platform.

Reporting to the Product Team Lead within the Technology Department, this position performs manual functional and regression testing, validates business requirements, documents and tracks defects, and provides Tier 2 internal technology support through Jira Service Management. The position serves as a liaison among the Product, Development, and Client Relations teams to help ensure platform changes satisfy documented requirements and provide an effective user experience.

Responsibilities

- Execute manual functional and regression testing for assigned mapbenefits enhancements, configurations, defect corrections, and new features.
- Review assigned platform changes before implementation to evaluate accuracy, usability, data integrity, and alignment with documented business requirements and acceptance criteria.
- Determine whether assigned tickets have satisfied QA requirements and are ready to advance through the development lifecycle, escalating material risks, unresolved defects, or disputed release decisions to the Product Team Lead.
- Translate business requirements, workflows, and platform rules into detailed, comprehensive, and well-structured test plans, test scenarios, and test cases.
- Reproduce, isolate, document, and track software defects throughout the development lifecycle using Jira.
- Clearly communicate testing results, defects, business impacts, and recommended next steps to both technical and nontechnical team members.
- Coordinate user-acceptance testing for assigned enhancements and assist stakeholders in understanding expected platform behavior.
- Verify production deployments after release to confirm that approved changes function as intended and have not adversely affected existing functionality.
- Maintain current regression tests, test evidence, and supporting documentation for assigned areas of the platform.
- Perform data-file validation and review calculations, page content, workflows, and user experiences across the Administrative, Plan Sponsor, and Participant platforms.
- Provide Tier 2 internal technology support to Client Relations and other employees through Jira Service Management, including investigating reported issues, providing platform instructions, reproducing problems, and escalating technical defects when appropriate.
- Assist the Product Team Lead with onboarding and platform support for authorized third-party partners and consultants, including account setup, plan setup, training, and general platform guidance.
- Assist in maintaining mapbenefits support sites, knowledge resources, employee training materials, and release documentation to ensure information remains current and accurate.
- Provide ongoing training and guidance to employees regarding mapbenefits functionality, platform

changes, and established support procedures.

- Coordinate with other Quality Assurance team members and the Product Team Lead to maintain the mapbenefits demonstration environment with accurate and current transactions, enrollment data, service calendars, and other representative information.
- Perform periodic reviews of the Administrative, Plan Sponsor, and Participant platforms to ensure pages are current, appropriately populated, and functioning as intended.
- Identify recurring support issues, manual processes, usability concerns, and operational pain points that may be addressed through platform enhancements or process automation.
- Recommend enhancements to mapbenefits and its related mobile functionality to improve the Participant, Plan Sponsor, Administrator, third-party, and employee user experiences. The Product Team Lead will determine prioritization.
- Collaborate with Product, Development, Client Relations, and other internal stakeholders to clarify requirements and identify expected system behavior.
- Coordinate with the Development Team to identify scenarios requiring stress, load, or volume testing and assist in validating the resulting user experience and business outcomes.
- Participate as a team member in special projects and other Technology Department initiatives. Function as a contact with developers, client relationship managers, and client support administrators on the mapbenefits platform issues.

Qualifications

Education and Experience

- Four-year college degree required.
- At least one year of experience in software quality assurance, business-software support, product operations, application administration, defect or ticket management, data validation, or a related area.
- Relevant internships, academic projects, professional projects, or comparable experience may be considered.

Required Skills

- Strong attention to detail and the ability to identify inconsistencies in system behavior, data, calculations, and documentation.
- Ability to translate business requirements and workflows into clear, repeatable test scenarios.
- Ability to investigate discrepancies systematically and follow issues through documentation, testing, resolution, and verification.
- Strong written and verbal communication skills, including the ability to explain defects and platform behavior to technical and nontechnical audiences.
- Ability to organize, prioritize, and manage testing, support, documentation, and project responsibilities within established deadlines.
- Ability to work independently on assigned responsibilities while escalating technical, regulatory, or business uncertainty appropriately.

- Strong analytical, problem-solving, and decision-making skills.
- Ability to learn and apply complex business rules, technologies, workflows, and specialized industry concepts.
- Comfort working with cloud-based business applications, ticket-management systems, data files, and Microsoft Office applications.
- Strong interpersonal and collaboration skills when working across Product, Development, Client Relations, and other internal teams.
- Adaptability and willingness to take on evolving responsibilities as the platform, testing practices, and support processes mature.
- Experience performing manual functional, regression, integration, or user-acceptance testing.
- Familiarity with software development lifecycles, acceptance criteria, defect-management practices, and release-verification processes.
- Experience evaluating software from an end-user usability and user-experience perspective.

Preferred Skills

- Experience using Salesforce or another cloud-based business platform.
- Experience using Jira, Jira Service Management, or a comparable ticket-management platform.
- Experience supporting or testing financial services, benefits, retirement, recordkeeping, or other data-sensitive applications.
- Experience validating uploaded files, financial data, calculations, reports, or system-generated outputs.
- Exposure to automated software testing or an interest in helping expand automated test coverage over time.

Mezrah Consulting Culture

- **Fun:** At the core of everything we do
- **Honesty:** Open and honest communication is paramount and valued
- **Integrity:** We stand behind our commitments to our employees and clients alike
- **Innovation:** We embrace change and are always thinking with a vision toward the future, creating new strategies, and simplifying complex ideas
- **Focus:** Growing business by growing our people