



Phone: 888.371.2006
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West Coast Office:
11811 N. Tatum Blvd.
Suite 3031
Phoenix, AZ 85028

East Coast Office:
3737 Glenwood Ave.
Suite 100
Raleigh, NC 27612

QUALITY ASSURANCE ANALYST Job Description

Department: Client Services

Location: Phoenix

Salary Grade: 11

Responsibilities:

The Quality Assurance (QA) Analyst is a key member of Incential's Client Services team and is involved in the implementation and administration of software solutions for our Pharmaceutical clients.

The QA Analyst will work closely with Account Management in the validation and delivery of Incential products and services. The QA Analyst will use Incential ICM, Incential BI, Incential CDI, Excel, and other software applications to:

- Implement and validate reports
- Process client's data and reports
- Implement and process verification procedures
- Analyze, create and verify reports from various media
- Ensure, through review and verification, that basic product deliverables meet the customer's specifications, including timeliness and quality.
- Research, analyze and respond to client data inquiries that are routine in nature.
- Assist Account Management with data analytics and respond to data inquiries by validating and analyzing data change impact and effectively utilizing available tools, processes, and procedures.
- Assist in validation of developed features enhancements for Incential Software products
- Validate bug fixes
- Test validated software application in a new client environment through the execution of test scripts for the mainstream application
- Perform ad hoc work requested by client or necessary maintenance
- Provide recommendations for process improvements where appropriate
- Be proficient with the core Application
- Learn new applications and functionalities as they are made mainstream
- Adhere to project plan (i.e. meet milestone content and deadline)

Required Skills:

A Quality Assurance Analyst must have:

- BS or BA in Information Systems, Business Administration, Finance, Accounting, Economics, Computer Science, Mathematics, or Engineering with a strong academic track record
- Strong oral and written communication skills
- Very strong detail orientation
- Exceptional analytical skills
- Excellent problem solving abilities
- Strong working knowledge of Microsoft Excel and other MS Office software
- Understanding of relational database concepts or SQL is desirable
- U.S. Citizenship or permanent residency



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- At least 2 years of client service experience
- Quality Control/Assurance experience is desirable
- Able to manage multiple priorities with a sense of urgency while completing required administrative functions
- Able to interact effectively with highly technical personnel
- High energy, clear goal orientation and strong work ethic; “can do” attitude
- Ability to inspire confidence and work with all levels of client and internal staff
- Experience in pharmaceutical or healthcare industries preferred