

Job Title: Cerner QA Support Engineer

Role Description

Sansoro Health, an award-winning digital health pioneer, seeks a QA Support Engineer to help us expand our growing business. Emissary™, our ground-breaking application, is transforming healthcare by simplifying EHR integration. Our primary customers include healthcare IT vendors and health systems. With a referenceable customer base and strong financial backing, we are on track to be the new standard in healthcare integration.

We are seeking an engineer to help us with the continued development and support of Emissary™ through best practices surrounding quality assurance testing and automation as well as serving as a 1st level support of any production tickets. Cerner Electronic Medical Record (EMR) experience will be required while the role will allow for continuous improvement and development of the processes to improve testing and support at Sansoro Health. You will work with the IT Director, IT Manager, ScrumMaster, and Software Engineers to analyze the high-level requirements of our endpoints in preparation for test scenarios and test plans. You will collaborate with software engineers in executing a complete testing solution to ensure products produced are of the highest quality for all customers.

Success will be measured by continued improvement of quality assurance testing of Emissary™ as well as prompt ticket resolution of any support tickets logged by our customers.

Responsibilities

- Functional, usability, compatibility, performance, security, and accessibility testing of Emissary™ API endpoints
- Work side by side with other QA Support Engineers, Software Engineers, ScrumMasters, Tech Writers, and Product Owners
- Collaborate with development teams on testing requirements and implementation details
- Help influence how the product team works on a day-to-day basis
- Contribute suggestions that can directly impact our products
- Facilitate and execute continuous improvement for testing and support processes based upon feedback, best practice opportunities, and innovative solutions that may blend the two
- Report and escalate issues to management as needed
- Assist with internal and external communication, improving transparency, and disseminating information
- Manage and troubleshoot incoming support tickets and communicate progress to customers
- Work with the ScrumMaster to determine if software defects will need to be included in the current sprint or prioritized for a future sprint
- Research tools that can be leveraged to improve quality
- Recommend and implement QA Testing tools and processes to capture development testing evidence, metrics, and test cases
- Interact with development teams to execute QA testing for all products as a part of agile development sprints
- Design and create test conditions and scripts to address business and technical use cases
- Develop and lead the automation strategy including generating scripts to perform automated testing cycles
- Provide analysis for automation test results and key performance metrics resulting in increases in product quality
- Participate in troubleshooting and triaging of issues with development teams to drive toward root cause identification and resolution
- Document, track, and escalate issues as appropriate

About You

- You are energized by tackling problems and finding solutions
- You are comfortable communicating directly with customers
- You enjoy working with others but also function well when working independently
- You excel at anticipating risks and developing plans to mitigate them
- You are excited to bring best practices and new ideas to Sansoro Health
- You are comfortable switching activities on a day-to-day basis
- You are excited to learn and have a desire to further your experience with agile software development and dynamic engineering practices

Qualifications

- Workflow and UI knowledge of Cerner EMR software gained through 1-3 years of testing and/or support
- Expertise in written, listening, note taking, and verbal communication skills, including being able to explain technical concepts to non-technical individuals
- Demonstrated ability to work with a wide array of technical and managerial personnel to solve complex problems
- Knowledge of the software development life cycle
- Experience being on multiple Scrum teams in a variety of different contexts (different team sizes, different organizations, different cultures, co-located vs. distributed, etc.)
- Ability to recognize and embrace change as the external environment and organization evolves

Preferred

- Experience with Cerner Command Language (CCL)
- Experience with Cerner clinical applications (PowerChart, PharmNet, SurgiNet, RadNet, Registration, Scheduling, etc.)
- Ability to analyze fairly complex data and develop innovative Cerner data query solutions to troubleshoot issues (including code sets, event set hierarchies, etc.)
- Experience with a modern programming language (e.g., Python, Ruby, C#, JavaScript, Java, etc.)
- Knowledge of automated testing tools (e.g., Selenium, Visual Studio, Parasoft)
- Proficient with XML, REST, SAML, WS-Trust and related Web Services concepts

Job Location

Minneapolis/St. Paul

Employment Type

Full-time employee

Education Requirements

College Degree or equivalent experience preferred

About Sansoro Health

Sansoro Health is a healthcare information technology company dedicated to creating effective solutions for Electronic Health Record (EHR) interoperability. Sansoro's core product, Emissary, is designed to provide a robust, bi-directional, EHR-agnostic interface between third party software and hardware products and the major EHR platforms. Sansoro works directly with customers and partners to ensure that our solutions are safe, effective, reliable and scalable. For more information, email

info@sansorohealth.com

