

**Position Summary:** Do you have highly developed critical thinking skills? Do you give excellent customer service? Do you want to help make good games great? Then Filament Games wants you.

**Duties:** Our Quality Assurance Associate will report to the Quality Assurance manager and will fill the primary role of refining Quality Assurance test cases and conducting tests. Regular assessments of games and supporting software, documenting issues, and maintaining records will be among regular duties. In addition, transitioning software from development to release and addressing customer concerns during this transition will be handled by a person in this role. Our QA Associate will support our ongoing quality efforts by performing the following duties:

- Participate in ongoing Quality Assurance efforts including testing operations with an eye toward providing the customer with a high quality, well designed learning tool.
- Refer more complex matters or defective products to Quality Assurance Manager for assessment.
- Prepare evaluations of software and recommend improvements or upgrades.
- Maintain records of daily data communication transactions, problems and remedial actions taken, and/or Quality Assurance activities.
- Answer, evaluate, and prioritize incoming telephone, e-mail, and in-person requests for assistance from users experiencing problems with Filament Games products and related resources.
- Attend meetings and act as an advocate for quality in our products and processes.
- Other duties as assigned.

**Position Level:** Entry to Mid Level

**Qualifications:**

- Understanding of common Quality Assurance terms and methods.
- Experience communicating in a professional environment via phone or email.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to express opinions in a clear, diplomatic manner.
- Ability to effectively present information to customers and peers, in both orally and in writing.
- Clear understanding of the use, function and configuration of the top 5 internet browsers.
- Solid analytical skills.
- A firm grasp of what makes games compelling, interesting and engaging.

**Additional Required Skills:**

- Ability to document the nature of inquiries and problems encountered
- Ability to communicate effectively via email and phone with global customers and staff
- Ability to respond to common inquiries or complaints from customers or members of the business community
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form

- Ability to deal with problems involving several concrete variables in standardized situations
- Ability to multi-task and manage multiple projects and priorities
- Knowledge of principles and processes for providing customer and personal service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Plusses:**

- Knowledge and understanding of internet technologies (e.g. HTTP, HTML, CSS, JavaScript)
- Familiarity with the form and function of bug tracking or incident management tools (e.g. Bugzilla, JIRA, HEAT)
- Experience with automated test tools, processes and test strategies
- Experience analyzing projects and determining their testing requirements

**Education:** Bachelor's degree (B. S.) from a four-year college or university; or four years related experience and/or training; or equivalent combination of education and experience

Preference for candidate with education or significant experience in education or formal Quality Assurance or Customer Service; however this is not required.

**To Apply:** To apply, please visit our website at [www.filamentgames.com/jobs](http://www.filamentgames.com/jobs) and click the "APPLY NOW" button next to the corresponding job posting. Include your cover letter addressed to Connor Hayes, resume, and three professional references. Please include the responses to the questions below in your cover letter.

**Questions:** Please respond to the following questions and include with your cover letter. Each response should be no more than one page in length, typed, or equivalent.

1. What about your past experience makes you a good fit for this role? Where do you want to be in your career five years from now? How does Filament Games fit into your long-term career goals?
2. Consider the process one uses to get a snack from a vending machine. Write instructions describing how to buy a snack from a vending machine. Assume the person for whom you are writing the instructions has the correct change for the snack machine, but has never used a snack machine before.

**Applications due:**

**NOTE: Applications that do not include the requested information will not be reviewed.**

Applicants will be considered for positions on the basis of qualifications and ability to perform the job for which they are applying without regard to race, religion, creed, sex, age, residency, national

origin, disability, sexual orientation, marital status or physical appearance. Minorities are encouraged to apply.

**Compensation**

Commensurate with experience.

**Benefits**

Filament Games is an awesome place to work. Why? Because we make great educational games, and that means we're changing the face of education. Our office is conveniently located on the near east side of Madison, WI, a lovely Midwestern university town. Plus, we offer competitive benefits package, flexible work hours, and a friendly work environment. So what are you waiting for? Apply today and help us craft the future of educational gaming!

**About Filament Games:** Filament Games is a game production studio that exclusively creates learning games. Our core competency is producing games that combine best practices in commercial game development with key concepts from the learning sciences. Accordingly, our senior staff is comprised of individuals who are equal parts game and instructional designers; a "dual literacy" that allows us to engineer authentic game-play mechanics (rules and interactions that directly correlate with specific learning objectives).