

Vacancy: Remote Quality Assurance and Technical Operations Specialist

About the Role

Globalclique HR is recruiting on behalf of a dynamic and forward-thinking technology company seeking a **Quality Assurance and Technical Operations Specialist**. This fully remote role is ideal for a detail-driven, tech-savvy professional with a strong eye for design, a deep understanding of QA processes, and a proactive mindset.

You will be at the forefront of ensuring seamless user experiences across platforms, supporting the development team with robust testing protocols, crafting technical documentation, and responding to user needs with empathy and efficiency. If you're passionate about operational excellence, solving problems, and working in a fast-paced digital environment, we'd love to hear from you.

Key Responsibilities

Quality Assurance & Testing

- Conduct comprehensive end-to-end testing of web and mobile features.
- Write and maintain automated tests for Node.js APIs and Ruby on Rails applications.
- Implement and maintain integration tests aligned with CI/CD tools and workflows.

Technical Documentation & Support

- Draft clear technical specifications, update Git

documentation for new features and fixes.

- Create and update user support content including tooltips, pop-ups, guides, and video tutorials.
- Manage daily support tickets and provide timely, helpful responses to user issues.
- Respond promptly to user queries via live chat and ensure excellent service delivery.

Communication & Engagement

- Design and distribute bi-weekly eNewsletters featuring feature updates, FAQs, and how-to content.
- Collaborate with design and marketing teams to ensure visually appealing and on-brand communication assets.

Performance Monitoring & Insights

- Analyze website and platform performance reports, identify friction points, and suggest improvements.
- Evaluate sales and marketing data for alignment with business goals and offer strategic insights.

Key Requirements

- Proven experience in QA testing, technical operations, or technical support roles.
- Proficiency in **Node.js**, **Ruby on Rails**, and writing automated test scripts.
- Sound understanding of **CI/CD pipelines** and integration testing tools.
- Strong technical documentation and communication skills.
- Experience with design/content tools like **Canva**, **Figma**, or **Adobe XD** is a strong advantage.
- Excellent time management, problem-solving skills, and ability to work independently.
- A customer-first mindset with a genuine desire to support and improve user experience.

What We Offer

- Fully remote work environment
- Flexible working hours
- Opportunity to work with a creative, tech-driven team
- Access to modern tools and technologies
- Ongoing career development and growth opportunities

How to Apply

Interested candidates should send their **CVs to hr@globalclique.net** using **“Quality Assurance and Technical Operations Specialist”** as the subject of the email.

Only shortlisted candidates will be contacted.