**Employer:** **Salary:**

**Position:** Software QA Tester Intern

**Career Interest:** Computer Science, Programming, Engineering

**Location:**

**Availability:** *5- 10 hrs./week when school is in session and up to full-time in the summer*

**Expectations:** *Students will work in this internship to develop competencies and knowledge in* Computer Science *to enable them to better discern a career in this occupational area. Students will start by observing and learning and progress to executing tasks as directed by their supervisor. Students will be expected to meet the same criteria as full-time employees regarding a drug-free workplace, maintaining confidentiality, and meeting the requirements of their particular position in the hours employed. Employer will be expected to comply with provide a safe work environment according to the Occupational Safety and Health Administration (OSHA) and compliance with Federal and Ohio Minor Employment Laws if the student is under 18.*

**Responsibilities:**

* Assist in executing testing efforts of software, which include documentation, reporting, analysis, and final product acceptance
* Assist in ensuring applications and platforms can communicate with each other as required
* Assist in testing software with scripts
* Assist in logging and tracking defects found during testing
* Assist with integration, regression, and various other testings
* Assist in identifying and recommending changes to increase the effectiveness and quality of software
* Assist in communicating with software users to address system bugs
* Work with others to complete work, hit milestones or targets, and resolve conflicts

**Desired Skills:**

* Team player and open communicator who wants to help get things done
* A service-oriented learner with a technical mindset
* Ability to communicate clearly and concisely, both verbally and in writing
* Can perform the basic arithmetic operations of addition, subtraction, multiplication, division using whole numbers, fractions, decimals, mixed numbers, and can make conversions among fractions, decimals, and percentages
* Answer questions that require synthesizing information, including gauging point of view and intended audience
* Working proficiency in Microsoft Word and Excel and experience communicating through email, including with attachments
* Exposure to multiple computer programming languages
* Basic Coding, Computer Support and Networking knowledge, Web Development understanding, and Database skills

**Educational Goals:**

* Exposure to tech support, coding, and networking professionals
* Learn components of commonly-used computer hardware, software, applications, etc. and the ability to diagnose customer problems and provide troubleshooting and issue resolution support
* Become familiar with the use of computers, infrastructure, and peripheral devices and some knowledge of how to assemble, configure, install, maintain, and repair basic, commonly used and systems
* Gain networking tools and concepts with the ability to apply commonly-used networking tools/devices (e.g., routers, Ethernet, firewalls, frame relay, LAN, VPN, and WAN) and network security techniques and tools (e.g., encryption technology, wireless support, cloud services, and proxy servers)
* Learn multiple end-user software packages and cloud solutions such as MS Office or Google Docs
* Learn core coding languages and learn to write code that can be read and maintained by others.
* Learn to integrate data storage libraries, methods, interfaces, and objects using debugging techniques
* Develop active listening, service orientation, critical thinking, judgment, and decision-making skills