

QA Manager — Job Description

Location: Andheri (E), Mumbai, India (On-site) | **Experience:** 9–12 Years | **Type:** Full-time

Role Overview

We need a QA Manager to take full ownership of our quality functions across projects. You will build the process, lead the team, and make sure bugs don't reach people they shouldn't. If you've fixed a broken QA setup before, this role is for you.

What You Will Own

- QA strategy across all the engineering teams
 - QA processes, testing standards, and Definition of Done
 - Test planning, test cases, and release sign-off
 - Weekly quality metrics and reporting
 - Bug escape prevention and post-mortem process
 - Team performance and discipline evaluation
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Key Responsibilities

- Manage a team of testers (inclusive of Leads, Senior testers)
 - Define and enforce testing standards across functional, regression, integration, and UAT
 - Review acceptance criteria during sprint planning before dev starts
 - Set up a clear bug tracking and escalation process
 - Run regular 1:1's and hold the team accountable to KPI's
 - Keep test documentation up to date and close coverage gaps
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Requirements

- 7-8 years in QA, with 2–3 years as a lead or manager to team
- Has built QA processes from scratch — not just followed them

- Hands-on with test management tools (TestRail, Zephyr, or similar)
 - Good working knowledge of Jira
 - Familiar with API testing (Postman or similar)
 - Can report quality metrics clearly to senior stakeholders
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Good to Have

- Background in ad-tech, fintech, or fast-moving product companies
 - Exposure to automation frameworks (Selenium, Cypress, Playwright)
 - Agile / Scrum experience
 - QA across multiple tech stacks
 - Smooth communication skills in English language
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What We Are NOT Looking For

- Senior testers seeking a title upgrade without real management experience
 - Candidates who need a process handed to them — this role builds it
 - Only large IT services backgrounds (TCS, Wipro, Infosys) with no product ownership
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KPI's

Metric

Target

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|---------------------------------------|--|
| 1. Bug Escape Rate | Defects found after QA sign-off — minimize |
| 2. Test Coverage | Test cases written before dev completes |
| 3. Regression Pass Rate | Consistent results across releases |
| 4. Senior Management Escalations Zero | |
| 5. Process Adherence | Team follows defined standards and DoD |