

Title:**QA / eCommerce Operations Manager****Reporting to:**

Online Sales Director

Mission:

The QA / eCommerce Operations Manager will work as a key part of the Online Sales Team. In this role, he (she) will oversee the day to day operations of Kaspersky Lab France e-commerce channel, and is responsible for ensuring a best – in – class online user experience.

Main activities:

- Build, lead and drive Quality Assurance within www.kaspersky.fr
- Manage test strategies, testing standards, testing procedures, test approaches and define how to ensure overall assurance meets delivery expectations
- Find or develop automated tools for unit, functional and integration testing
- Liaise with various stake holders, business analysts and project managers
- Produce reports and documentation to keep stakeholders and management up to date
- Contribute to the overall web E-commerce based product, suggesting improvements to the product and overall development and testing process
- Ensure the site meets or exceeds key performance indicators and goals
- Form productive and efficient relationships with key stakeholder's internally and externally across online sales, digital marketing and web publishing.
- Analyze numbers and metrics for internal management detailing website performance and digital marketing activities.
- Facilitate and execute store offer setups, campaign tracking and quality assurance working both internally and externally.

Education:

- Bachelor of Engineering/Computer Science or equivalent
- Computer programming experience is a plus
- 3 – 5 years of experience

Language skills:

- French (native), English fluent

Personal skills set:

- Extensive experience in testing web applications, services, websites and strong knowledge of compatibility for various browsers on desktops, tablets and mobile
- Automation Testing Experience
- E-commerce experience, ideally working on high transactional sites/applications

- Strong background in manual testing with a multitude of tools and technologies
- Understanding of web analytics tracking and experience with omniture or other web analytics tools
- Excellent organizational skills with an entrepreneurial focus. Pro-active with strong communication, presentation and interpersonal skills.
- High attention to detail with the ability to work independently to troubleshoot and resolve technical and business problems.
- Strong analytical skills with a focus on quantitative analysis.
- Through understanding of multiple online marketing disciplines including Search Engine Marketing, Display, Affiliate and SEO.