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**FIS** delivers banking and payments technologies to more than 14,000 financial institutions and businesses in more than 100 countries worldwide. FIS provides financial institution core processing, and card issuer and transaction processing services, including the NYCE Network. FIS maintains processing and technology relationships with 40 of the top 50 global banks, including nine of the top 10. FIS is a member of Standard and Poor's (S&P) 500® Index and has been ranked the number one overall financial technology provider in the world by The American Banker newspaper and the research firm Financial Insights in their annual "FinTech 100" rankings. Headquartered in Jacksonville, Fla., FIS employs more than 25,000 on a global basis. FIS is listed on the New York Stock Exchange under the "FIS" ticker symbol. For more information about FIS see [www.fidelityinfoservices.com](http://www.fidelityinfoservices.com).

[position information](#)[job description](#)

**Company:**  
FNIS

**Location:**  
Little Rock, AR 72201

**Job Status/Type:**  
Full Time  
Employee

**Job Category:**  
Quality Assurance/Safety

**Occupations:**  
General/Other: Quality Assurance/  
Safety  
Software Quality Assurance

**Industry:**  
All

**Career Level:**  
Manager (Manager/Supervisor of  
Staff)

## contact information

**Company:**  
FNIS

**Reference Code:**  
FIS000TD



## Quality Assurance Manager

### GENERAL STATEMENT OF DUTIES

The Quality Assurance Manager is responsible for the following: evaluates the adaptability of current production environment variables to predict future demands and implement solutions; develops process plans, deploys business plans and business cases in support of future demands; directs quality assurance teams in work activities; selects and implements appropriate enhancement projects for improving facilities and environments; adapts industry standard practices into procedures appropriate for Payment Services Division Item Processing products; communicates quality assurance standards to work units within the National Payment Center; monitors utilization of procedures; revises procedures as required; reviews testing results; supervises the activities of subordinate resources and coordinates with peer group; performs employee selection, evaluation, development, discipline ; manages operational staff involved with daily process flow to act as audit point of IP functions performed before file transfer for image exchange/ core posting, extensive communication with center management, CSC's (liason for center) and to off shore resources, ownership/maintenance of BCP and DR plans for NPC site, performs other duties as assigned.

### MINIMUM QUALIFICATIONS

Education: BA College degree or equivalent.  
Experience: 4 years experience in a quality assurance testing, programming or client services/business analyst position preferred; 15+ years supervisory experience in a management position within the banking back office environment. 3 years experience working in Financial services industry with detailed knowledge of client facing communications. Extensive knowledge of ImageCentre IP platform required. Position will be in Little Rock Arkansas and not remote or virtual. Extensive knowledge of bank back office operations to include all application processing areas, networking, Day 2 activities, etc... Experience managing 40+ resources on a daily basis. Previous bank experience and management level of Asst. VP or VP. Extensive knowledge of workflow process deployed at NPC - LR site to include IP software application functionality and impact on both resource requirements and physical requirements. Managed item processing operations that processed large volume on a daily basis (6+ million items per month). Ability to work extended hours as required by business requirements.

EEO / AA Employer

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