

JOB DESCRIPTION

- Position:** Systems QA Engineer
- Location:** Abbotsford, BC / St. Catharines, ON / Colorado Springs, CO
- Reports to:** Director of Systems and Technology
- Salary Range:** TBD
- Position:** Full Time

About Us

We help ministries that have their boots on the ground, those “feet on the street” organizations that meet people where they are—whether on the streets, in shelters, or in neighborhoods—bringing practical help and the hope of the gospel to the nations. Rooted in a Christ-centered mission, we believe unity multiplies impact, empowering ministries to transform lives and strengthen communities in ways none of us could achieve alone.

At The Great Commission, we carry the unseen load—donations, accounting, wages, compliance—so the mission never has to pause. Our ministries carry the gospel and we carry them.

Position Summary

The Systems QA Engineer is responsible for ensuring the quality, stability, and integrity of all software initiatives across the Systems and Technology portfolio.

This role supports Microsoft Dynamics 365, custom-built C# automation tools, enterprise systems integrations, and externally facing web portals serving donors and ministries. The Systems QA Engineer also ensures that all releases meet defined quality, performance, security, and governance standards prior to production deployment.

This position directly supports the organization’s Digital Roadmap by strengthening release discipline, reducing production risk, and enabling scalable digital growth.

KEY RESPONSIBILITIES

Enterprise Quality Assurance across systems

- Lead QA activities across the following systems and ensure that the behaviour aligns with documented business requirements and architectural intent.
 - Microsoft Dynamics 365
 - Custom C#/.NET automation tools
 - API-based and batch integrations between systems
 - External web portal applications

Sprint-based testing and release governance

- Operate within a formal Dev->QA->Production promotion model
- Review Jira tickets for clarity, completeness, and testability
- Develop sprint-level test plans
- Execute functional, integration, regression, and user-role testing
- Support structured stakeholder demos and UAT cycles

Integration and Data Validation testing

- Test end-to-end workflows spanning multiple systems
- Validate:
 1. API integrations
 2. Webhooks
 3. Scheduled Jobs
 4. Data sync process
- Perform reconciliation testing between Donations, Accounting, and CRM platforms
- Identify data integrity issues before production impact
- Validate error handling, retry logic, and exception reporting

Web Portal Quality Assurance

- Test user registration, authentication, and authorization flows
- Validate form submissions, payment processing integrations, and portal workflows
- Perform:
 1. Cross-browser testing
 2. Role-based access validation
 3. Edge case and negative-path testing
- Validate usability and workflow clarity from the user's perspective
- Test performance and reliability under expected load conditions
- Support security validation in coordination with development

Microsoft Dynamics 365 Testing

- Test configurations, customizations, workflows, and plugins
- Validate Power Automate flows and business process logic
- Perform solution deployment validation
- Validate security roles and permissions
- Ensure environment version consistency and deployment traceability

Automation and Continuous Improvement

- Develop automated test coverage where appropriate
- Recommend improvements to QA tooling and release pipelines
- Contribute to CI/CD validation improvements
- Reduce production defects through preventative testing strategies
- Support root cause analysis and systemic improvement initiatives

REQUIRED SKILLS

- Strong coding experience (3-5 years) in software development with C#/.NET

- Basic understanding of Delphi for legacy code review
- Proficient with API development, REST principles, and integrating multiple systems
- Familiarity with automation platforms like Power Automate or Zapier
- Proficiency in frontend development skills (HTML, CSS, JavaScript, React)
- Proficiency in SQL databases and with data handling
- Technical Skills: Proficiency in programming languages (e.g., Python, Java) for automation, knowledge of SQL, and familiarity with CI/CD tools.
- Education: Typically, a bachelor's degree in computer science, software engineering, or related fields.
- Analytical Thinking: Strong attention to detail and ability to simulate user behavior.

NICE-TO-HAVE

- Experience with Blackbaud NXT, Dynamics 365, and Power Platform
- Nonprofit sector or donation/accounting workflow knowledge
- Portal development experience
- Familiarity with scripting languages (Python, PowerShell)

SOFT SKILLS

- Strong problem-solving abilities and attention to detail
- Ability to work collaboratively and take initiative
- Eagerness to learn and adapt to new tools and technologies
- Good communication and interpersonal skills, with the ability to maintain strong inter-departmental collaboration

QUALIFICATIONS

- Post-secondary education in computer science or related field. Equivalent knowledge base and relevant experience may be considered.
- Minimum 3 years of professional experience in full-stack software development, including designing and delivering solutions with backend, frontend, databases, and integration components.
- Experience with Microsoft Dynamics 365 CRM
- Familiarity with Power Platform
- Experience testing financial or donation/payment systems
- Experience testing external web portals or SaaS applications
- Experience with automated testing tools (e.g. Selenium, Postman, etc.)
- Familiarity with CI/CD pipelines (Azure DevOps, etc.)

FAITH-BASED ALIGNMENT

- As a Christian non-profit, we seek team members who embody our faith-based values and are dedicated to our mission of empowering Christian ministries to thrive globally. Join us as a QA Engineer to support our vision with passion and purpose.

APPLY:

Interested individuals should forward a pdf of their resume with cover letter to: hr@thegc.com

You are invited to complete a TRAITS Assessment

As part of our process, we ask interested applicants to complete a short TRAITS survey. This survey should take about 20 minutes to complete.

To begin the TRAITS assessment, click the link below or copy and paste it into your search browser.

<https://app.traits.com/survey/019276aa-c38c-4082-ab04-84bf268888d9>