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## **Firmware Quality Assurance Specialist – IBC® Canada (Burnaby)**

### **About Us**

IBC Technologies Inc. is a leading manufacturer of high-efficiency boilers and water heaters for residential and commercial use in North America and a proud member of the Rheem Manufacturing Company family of brands. For over 25 years, IBC has been at the forefront of innovation in the heating industry.

Here at IBC, we operate on the basis of accountability, integrity, quality, openness, and teamwork. The strength of these values is apparent in our team members, who strive to live them every day. It is this culture that has allowed us to exceed customer expectations, outperform our competitors, build strong relationships and above all, have fun doing it with a lot of great people!

### **Position Title**

Firmware Quality Assurance Specialist

### **Position Summary**

The Firmware Quality Assurance Specialist will play a crucial role in enhancing software and firmware release quality, tracking and resolving projects, maintaining automated testing, and expanding its capability.

Location: Burnaby, BC

Reporting to: Senior Director, Engineering

### **Essential Functions**

- Conduct firmware and system testing at controller and product level, pre-production.
- Build, monitor and run regression testing for controller firmware on the automated test system.
- Maintain the automated test rack systems and continuously enhance their testing efficiency and capabilities.
- Collaborate with the technical support team to carry out detailed field issue investigations.
- Incorporate field issue feedback from the technical support team into the JIRA project board.
- Identify and replicate issues for testing.
- Record issues to be tested on the JIRA project board.
- Provide ongoing maintenance of JIRA project board work with engineering and technical support teams to ensure the project items move along.
- Ensure the correct release of official versions of new firmware and software onto the assembly floor, technical support portals, and parts.
- Collaborate with engineering and technical support team to release firmware and software updates to the market.
- Collaborate with the technical writer to draft engineering notes for tech support and customer release communication.
- Performs other duties as assigned.

### **Qualifications**

Education:

- Post Secondary Degree in Electronics Engineering, Computer Engineering or a similar field.

Work Experience:

- Demonstrated experience testing firmware in a manufacturing setting.
- Prior experience in test automation.
- Prior experience tracking and managing projects in JIRA.
- Prior experience working as a key participant in release process.

Knowledge, Skills, & Abilities:

- Working knowledge of quality assurance tools, methods and concepts.
- Excellent data collection and cause analysis skills.
- Ability to track and manage multiple cross-functional projects simultaneously.
- Possess system-level understanding.
- In-depth working knowledge of embedded Linux.
- Ability to understand how products are being used in the field.
- Ability to troubleshoot hydronic systems in the field.
- In-depth working knowledge of regression testing, release process, and controller firmware.

**Apply**

We want to hear from you if you think there is a fit! To apply, please email your application to [ibc.hr@ibcboiler.com](mailto:ibc.hr@ibcboiler.com) with the job title in the subject line.