



## Open Position: Systems Support Analyst

The RSA ITS Division is currently seeking a Systems Support Analyst, an unclassified position. Please submit a resume to Human Resources by the close of business on **Monday, June 23, 2025**. Not every applicant who submits a resume will be interviewed.

### Job Title

Systems Support Analyst

### Announcement Date

**June 9, 2025**

### JOB DESCRIPTION

The **Systems Support Analyst** position works in the Information Technology Services (ITS) Division of the Retirement Systems of Alabama. The Systems Support Analyst is responsible for designing, executing, and maintaining test cases and test scripts to ensure the quality and functionality of software applications. This role focuses on automated and manual testing processes, with an emphasis on using **SmartBear TestComplete** software and **Visual Studio**, though experience with other testing tools and the ability to adapt to new tools is highly valued. **A background in coding is a plus.** The tester will work closely with developers, business analysts, and stakeholders to identify defects and ensure software meets business requirements.

### QUALIFICATIONS AND SKILLS REQUIRED

- Minimum 5+ years' experience as a software tester.
- Hands-on experience with **SmartBear TestComplete** software, **Visual Studio**, or other automated testing tools, with a willingness to adapt to new technologies.
- Knowledge of modern software testing methodologies, including manual and automated testing.
- Basic understanding of programming languages such as .NET, C#, Java, or JavaScript is a plus.
- Ability to query data stored in SQL Server to identify potential test records and review results.
- Effective communication skills (interpersonal and written).
- Ability to work collaboratively within a team and independently when needed.
- Strong problem-solving skills and attention to detail.
- Ability to meet deadlines and manage multiple priorities in a fast-paced environment.
- BS/BA Degree from an accredited 4-year college with coursework in Information Technology, Computer Science, or a related field preferred. Documented work experience related to the requirements above may be substituted for education requirements.

### MAJOR DUTIES AND RESPONSIBILITIES

- **Test Planning & Execution:** Develop, execute, and maintain test cases for both manual and automated testing using **SmartBear TestComplete**, **Visual Studio**, or other relevant tools.
- **Automated Testing:** Implement and enhance automation frameworks and scripts to streamline testing processes.
- **Defect Identification & Reporting:** Detect, document, and track software defects, working closely with developers to resolve issues.

- **Regression Testing:** Conduct regression testing to ensure that new code changes do not negatively impact existing functionality.
- **Performance Testing:** Execute performance and load testing where applicable to validate system stability.
- **Requirement Analysis:** Collaborate with business analysts and developers to understand requirements and ensure complete test coverage.
- **Software Development Life Cycle (SDLC):** Have knowledge, understanding, and experience with SDLC methodologies, including Agile and Scrum frameworks.
- **Continuous Improvement:** Research, evaluate, and recommend new testing tools, processes, and best practices to improve software quality assurance.
- **Security & Compliance:** Ensure software meets security, compliance, and performance requirements.
- **Technical Documentation:** Maintain detailed documentation of test cases, test scripts, defects, and testing results.
- **Cross-functional Collaboration:** Work with development and IT teams to provide input on testability and usability.
- **Mentorship:** Provide guidance to other testers or team members as needed.
- **On-Site Work:** This position requires on-site work at our RSA Administration building in downtown Montgomery, Monday-Friday. While the standard hours are 8:00 a.m. to 5:00 p.m., there is flexibility to work an alternative schedule, such as 7:00 a.m. to 4:00 p.m. or 7:30 a.m. to 4:30 p.m., as long as an 8-hour workday is maintained.

The above statements are intended to describe the general nature and level of work performed by this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. This position will provide the candidate with a unique understanding of RSA plans and participants, in addition to providing personal and professional development.

**SPECIAL NOTE: Not everyone who applies for this open position will be interviewed.**

**\*Applicants hired by the State of Alabama (RSA) on or after January 1, 2012, will be subject to the E-Verify process pursuant to Act No. 2011-535.**

**Resumes must be submitted to the Retirement Systems of Alabama, P.O. Box 302150 Montgomery, Alabama 36130-2150, Attention: RSA Human Resources Division, Suite 544.**

Email to [RSA.HumanResourcesMail@rsa-al.gov](mailto:RSA.HumanResourcesMail@rsa-al.gov) or Fax: 334.517.7906.

**Resume Submission Deadline: Monday, June 23, 2025, at 5:00 pm.**

**Starting salary will be based on qualifications and experience.**

**The Retirement Systems of Alabama is an Equal Opportunity Employer**