Job Description

Job Title: Configuration Administrator
Department: Quality Assurance
Reports To: VP Quality
Job Code:
FLSA Status: Non-Exempt

Job Summary:

Provides technical and administrative direction to the development and implementation of the procedures, functions, services, tools, processes, and resources required to successfully develop and support a configuration management system. Works with custom applications and software to ensure builds and deployments are completed smoothly. Approves and documents changes made to configuration items, creating an accurate record of the system baseline. Handles changes systematically to ensure integrity is maintained over time.

Implements the policies, procedures, techniques, and tools which are required to manage, evaluate proposed changes, track the status of changes, and to maintain an inventory of system and support documents as the system changes. Carries out configuration management utilizing the five distinct disciplines: configuration management planning and management; identification, control, status accounting and audits. These disciplines are carried out as policies and procedures for establishing baselines and performing a standard change management process.

Essential Job Functions:

- Oversee baseline configurations for software and hardware
- Identify, organize, and control software and hardware configuration changes in accordance with CMP
- Identify and coordinate processes for version management, system build, archiving, and change management
- Support and facilitate auditing and reporting
- Accept software components from internal and external teams and produce builds for deployment into a wide range of environments
- Produce software builds and carry out fault analysis relating to build failures
- Ensure build and release processes and procedures are maintained
- Maintain concise, organized configuration management records for all builds
- Generate software release documentation
- Use Version Control tools to manage files, processes, procedures and changes spanning the full lifecycle
- Manage organizational tools to ensure timely completion of reviews, including sending reminders at scheduled intervals and creating meaningful metrics to track trends
- Communicate clearly and effectively; maintain positive working relationships with co-workers and customers at all levels
- Support Human Resources for Training including being the administrator for the training tool
- Generate training slides and videos for various processes as called out in the QMS
- Support company as needed in export control and privacy concern matters
- Implement policies and procedures for ISO 9001 and ISO 27001 as it relates to QA
- Serve as an internal auditor for ISO 27001 and ISO 9001

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty as noted in this job description. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Understand basic concepts of Configuration Management and Quality Assurance
- Exhibit professional manner; ability to perform in demanding situations; take complex direction and implement recommended process changes
- Possess excellent organizational skills and attention to detail; ability to multi-task and solve problems; ability to work independently as well as part of a team
- Be willing to learn and grasp new concepts and be able to apply immediately

Knowledge & Skills:

- Confidence to work independently
- Microsoft Office (must have advanced Excel, PowerPoint and Word skills)
- Ability to quickly learn, adapt and use various toolsets:
  - Unix/Linux/Windows (working knowledge, concepts)
  - Version control tools (will train internally)
  - Solutions Business Manager (will train internally)
  - Material Requirements Planning (MRP) system (will train internally)
  - LMS/Training tools (will train internally)

Education & Experience:

Bachelor's degree from a four-year college or university
FAA experience is a plus