

Stellentitel /  
Position title: QA Lead Systems and Integrations

### Ziele der Stelle / Purpose and objectives of the job:

The QA Lead is a critical role within the Digital Operations team and is responsible for ensuring the quality, reliability and integrity of our systems and integrations across the ecommerce operations stack (OMS, WMS, ERP, middle ware etc.). This role will own the end-to-end test lifecycle including writing of test scripts and scenarios, test execution and signoff. Working closely with the backend and frontend teams, the QA Lead will use their technical understanding to translate business processes and requirements into structured test coverage, serving as the quality gate before every release. The work of this role will directly impact the customer experience ensuring a seamless performance during every interaction.

### Tasks and responsibilities:

- Lead QA activities across the full backend platform stack including OMS, WMS, middleware integration layer and integration points to ERP
- Write and maintain comprehensive test scripts, test cases, and test scenarios across backend systems and integration points
- Develop and document regression, functional, integration and end-to-end tests for new features, releases and operational changes
- Own and manage the full test cycle from planning through execution
- Coordination of testing schedules across concurrent projects and workflows
- Prioritize and triage defects in partnership with backend and frontend teams
- Work closely with operations stakeholders to validate business-critical workflows and edge cases
- Maintaining testing documentation
- Establish best-practices and testing standards for the backend team

### Interfaces / Relationships:

- Direct interface with digital operations and frontend teams
- Liason with system vendors across multiple applications

### Competencies:

- Quality mindset – continuously applies thoroughness to every aspect of the work
- Analytical Thinking – breaks down complex workflows and requirements into structured, logical test scenarios
- Attention to detail – methodical in documentation and execution
- Ownership – takes end-to-end accountability for the test lifecycle

### Qualifications:

- Education
  - Bachelor's Degree in Computer Science, Information Systems, Engineering or related field
- Professional experience
  - 4+ years of QA experience in a multi-system environment
  - Demonstrated experience writing test scripts and managing test cycles across integrated platforms (OMS, WMS, ERP and similar platforms)
  - Strong understanding of system integrations and data flows between platforms
  - Experience with defect tracking and test management tools (JIRA, Wrike etc.)
  - Familiarity with automated testing tools and ability to build more automation coverage over time
  - Understanding of ecommerce order management and fulfillment workflows

- Exposure to omnichannel and payment platforms
- Language Skills and competency level
  - English

### Personal Skills

- Strong analytical and problem solving skills with high attention to detail
- Highly organized with the ability to manage multiple concurrent test cycles and competing priorities
- Self-directed and proactive
- Curious with a continuous improvement mindset
- Collaborative team player who builds strong working relationships across cross-functional teams
- Clear and effective communicator

### Working conditions:

- Involvement with local and global teams with diverse cultures

### Sonstiges / Others:

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Wenn dieses Positionsprofil nicht im Zusammenhang mit einer Personalanforderung erstellt wird:

*If this job description is not created in relation to a personnel requisition:*

Gehalt / Salary

\$115k-\$135k

Berichtet an/  
*Reports to*

Sr Product Manager, Operations

Bereich /  
*Business Unit*

Birkenstock Digital Americas

Kontakt /  
*Contact*

Send resume to [Katelynn.ramos@birkenstock.com](mailto:Katelynn.ramos@birkenstock.com)

Arbeitsort /  
*Location*

New York, New York/USA (remote)