



Job Requisition

Software QA & Support Intern

COMPANY OVERVIEW

At Torch Designs, we're not just colleagues, we're a tight-knit family with a passion for crafting captivating marketing campaigns. Rooted in a small, fun, and family-oriented culture, we're dedicated to empowering local businesses – the backbone of the American economy. Our commitment to delivering a high-quality, high-value experience with exceptional customer service sets us apart.

POSITION: SOFTWARE QA & SUPPORT INTERN

JOB SUMMARY

Torch Designs is seeking a motivated and detail-oriented **Software QA & Support Intern** to join our team. This internship is ideal for a candidate with a foundational knowledge of software development and/or experience with programming courses, as well as an interest in quality assurance and web-based applications. The primary responsibilities include assisting with QA testing for web-based software applications and providing support to our software architect and systems analyst.

WHY JOIN TORCH DESIGNS

- **Family-Oriented Culture:** Experience the warmth of a family-like atmosphere, fostering collaboration, support, and unity.
- **Local Business Advocates:** Be a catalyst for local business growth, making a tangible impact on the American economy.
- **Empowerment Through Impact:** Your contributions will elevate brands and drive real results, enhancing their success stories.
- **Innovative Drive:** Innovation is in our DNA, enabling you to explore cutting-edge strategies in the realm of digital marketing.
- **Cross-Disciplinary Synergy:** Collaborate with professionals across video production, graphic design, website design, sales, and management.

RESPONSIBILITIES

- Perform quality assurance (QA) testing for web-based applications, including functional, regression, and user experience testing.
- Document and report software defects, ensuring accurate and clear communication with the development team.
- Assist the software architect and systems analyst with research and system development tasks.
- Provide computer support, including troubleshooting and resolving basic IT issues.
- Answer phones, greet guests, and assist with front-office tasks as needed.
- Help maintain a clean and organized office by performing light cleaning tasks as required.

REQUIREMENTS

- Basic knowledge of quality assurance methodologies and testing techniques (e.g., functional, regression, and user experience testing).
- Strong problem-solving skills and attention to detail.
- Ability to document and communicate issues clearly and concisely.
- Positive attitude and willingness to perform general office tasks, such as answering phones, greeting guests, and light cleaning.
- Strong organizational skills with the ability to manage multiple tasks effectively.
- Excellent written and verbal communication skills.

LOCATION AND DURATION

This position requires the candidate to work in person at our office located in Lakeland, Florida, during normal business hours. Telecommuting and relocation assistance are not available.

This internship is expected to last through the 2024-2025 school year, with the potential for conversion to a full-time position upon successful completion.

HOW TO APPLY

If you're excited about the opportunity to contribute to operational efficiency and gain hands-on experience as a Software QA & Support Intern, we'd love to hear from you. To apply, please send your resume and a cover letter detailing your relevant skills, experiences, and what you hope to achieve during this internship. We look forward to reviewing your application and discovering how your talents can support our team's success.

Contact Email: careers@torchdesigns.com