



NESC TECHNICAL INSTITUTE JOB DESCRIPTION AND SPECIFICATION

Quality Assurance Officer

JOB SUMMARY

The incumbent will be responsible for supporting the development, implementation, monitoring and continuous improvement of the NESC Technical Institute's Quality Management System (QMS) in accordance with ISO standards and institutional requirements. The position supports internal audits, corrective actions, compliance monitoring, process improvement initiatives and quality assurance activities to ensure operational effectiveness and continual improvement across the institution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, co-ordinate, conduct and report on quality audits
2. Monitor and close non-conformances
3. Coordinate and monitor implementation of corrective and preventive actions arising from audits and quality reviews
4. Maintain and improve the quality system
5. Support every aspect of internal audit quality system program from audit planning, implementation, feedback and re-audit as required.
6. Develop training modules for various process sections.
7. Identify areas requiring training and ensure gaps are filled within given time frame.
8. Collaborate with respective supervisors to improve performance of personnel.
9. Identify, estimate and correct deviations and defects in quality system process.
10. Conduct internal audits and special reviews as directed by management.
11. Inspect, monitor, record and report quality data to assist in improving operations.
12. Ensure compliance with institutional procedures, ISO standards and document control requirements.
13. Prepare list of deviations for correction and verify corrections as per established company procedures/policies.
14. Enhance quality across organization through continuous improvement.
15. Assist departments in developing and reviewing policies, procedures and quality documentation.
16. Monitor KPI performance and quality objectives across departments.
17. Support preparation for external audits, accreditation and certification activities.
18. Maintain audit records, non-conformance logs and quality reports.
19. Facilitate awareness and training sessions on quality management requirements.
20. Other related functions as required

QUALIFICATION AND EXPERIENCE

- Certificate in Certified Manager of Quality/Organizational Excellence (ASQ or equivalent)
- ISO 9001:2015/ISO 21001:2018 Lead Auditor
- ASQ Quality Auditing Certification
- Training in Root Cause Analysis and Risk Management would be an asset.
- Experience within an educational or training institution would be an asset
- Sound Knowledge of ISO Documentation & Records Management
- Sound Auditing, Analytical and Reporting Skills.
- Sound Knowledge of Microsoft Office Suite.
- Minimum of 3 years relevant experience.

JOB REQUIREMENTS

- Strong written and verbal communications skills
- Strong analytical, problem-solving and report-writing skills.
- Ability to conduct audits, investigations and root cause analysis.
- Sound knowledge of Quality Management Systems, ISO standards and continuous improvement methodologies.
- Ability to interpret policies, procedures and regulatory requirements.
- Excellent organizational and time management skills with attention to detail.
- Ability to work independently and collaboratively within cross-functional teams.
- Proficiency in Microsoft 365 applications including Word, Excel, PowerPoint and Teams.
- High level of professionalism, confidentiality and integrity.
- Ability to prepare quality reports, audit findings and corrective action follow-up documentation.

Applications should be labelled

“QUALITY ASSURANCE OFFICER”

And submitted no later than **May 28th 2026** to the following

E-MAIL: hr@nesc.edu.tt

UNSUITABLE APPLICATIONS WILL NOT BE ACKNOWLEDGED