

Release Coordinator

Department: Engineering

Reports to Lyle Haring

The Role

Software doesn't ship itself smoothly — it takes someone who can keep a dozen moving parts on track, on time, and in sync. That's where you come in.

As our Release Coordinator, you'll be the go-to person who keeps releases across our Billing AR & Payments, Billing SO, Usage, and CABS product teams organized and predictable. You'll own the release process end to end: planning it, tracking it, testing it, and making sure everyone knows what's happening and when. If you love bringing order to complexity and helping teams hit their goals together, you'll feel right at home here.

We're looking for someone who's organized, detail-oriented, and genuinely good at helping different teams work well together. You'll be the person who gives everyone visibility into how ready a release really is — and who steps in to keep things moving when they're not.

What You'll Do

Keep Releases on Track

- Own and maintain the software release calendar.
- Coordinate release schedules across the Billing, Payments, Usage, and CABS teams.
- Lead release planning and readiness meetings.
- Track release scope, dependencies, and milestones.
- Coordinate go/no-go reviews and release approvals.
- Make sure release notes and documentation are complete and accurate.
- Be the main point of contact for release status and updates.

Guide Regression Testing

- Plan and coordinate regression testing for upcoming releases.
- Build and maintain testing schedules.
- Partner with development teams to keep testing on schedule.
- Track testing progress and communicate readiness clearly.
- Coordinate defect triage meetings and follow-up.
- Make sure critical defects get resolved before release.
- Keep everyone informed on release quality and testing results.

Manage Risk

- Spot release risks and dependencies early.
- Escalate anything that could affect release quality or timelines.
- Coordinate resolution efforts across teams.
- Document release-related decisions and exceptions.

Improve How We Work

- Build and maintain release status reports and dashboards.
- Monitor key release and quality metrics.
- Help continuously improve release and testing processes.
- Partner with development, QA, and DevOps to boost efficiency and consistency.

What You'll Bring

Essential

- Strong organizational and communication skills — you keep things moving and keep people in the loop.
- A knack for juggling multiple priorities and deadlines without losing your cool.
- Sharp attention to detail and a problem-solver's mindset.

Nice to Have

- 3+ years QA, project coordination, release management, or a similar technical role.
- Experience working with Agile development teams.
- Hands-on experience coordinating software releases or testing activities.
- Familiarity with Azure DevOps or similar project management tools.
- A solid understanding of the software development lifecycle and testing practices.
- Experience working with enterprise software products.

Don't check every box? That's okay — if the essentials sound like you, we'd still love to hear from you.

How You'll Know You're Succeeding

You'll know you're crushing it in this role when you:

- Make releases more predictable and better coordinated.
- Ensure regression testing is consistently completed before releases go out.
- Give the team clear visibility into release readiness and risks.
- Cut down on release delays caused by communication gaps or missed dependencies.
- Strengthen collaboration between development, QA, DevOps, and support.
- Drive real, ongoing improvement in release and quality processes.