Office of Human Resources

IT Quality Assurance Analyst Associate – CI3128

General Statement of Duties
Performs intermediate level professional work supporting the planning, design and execution of various types of testing on simple to complex implementations. Working collaboratively within the IT department developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon system requirements, and/or test strategy and plan.

Distinguishing Characteristics
The IT Quality Assurance Analyst Associate is distinguished from the IT Quality Assurance Analyst Senior that performs full performance level professional work supporting the planning, design and execution of various types of testing on simple to complex implementations. Works collaboratively within the IT department developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon system requirements and/or test strategy and plan.

The IT Quality Assurance Analyst Associate is distinguished from the IT Business Analyst Associate that performs intermediate level professional work performing business process analysis and design to support on line of business applications throughout the City. Documents the functional business requirements of an assigned business area. Responsible for implementing mission and business critical applications and services for the agencies supported.

The IT Quality Assurance Analyst Associate is distinguished from the IT Systems Analyst Associate that performs intermediate level professional work analyzing, refining and documenting the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Creates functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process. Serves as an authoritative technical resource on specific business requirements and information needs of assigned customer departments and agencies in any phase of the application and system development life cycles.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Employee primarily employs standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review
Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.
Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered and presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

May perform Quality Assurance project leadwork.

Essential Duties

Leading the planning, design and execution of various types of testing on simple to complex implementations.

Works collaboratively within the IT department with developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon functional and non-functional system requirements.

Lead the planning, development, and implementation of test strategies and test cases that align information technology solutions with customer requirements and initiatives.

Lead the planning, development and implementation of automated test programs that align information technology solutions with customer requirements and initiatives.


Review user requirements documents to ensure that requirements are testable.

Develop test plans, test cases, test scripts and test reports on multiple projects of varying size.

Plan and execute different types and levels of testing on various software applications and integrations between applications.

Validate that user expectations are achieved during the testing process.

Coordinate and lead User Acceptance Testing activities.

Track and report progress of defects and risks to the project team and provide suggestions on risk mitigation.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

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<th>Knowledge &amp; Skills</th>
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<tr>
<td>Ability to develop and execute automated test scripts using Selenium, Visual Studio, SOAP UI, or Katalon Studio.</td>
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<td>Ability to develop and execute stress/performance (load) testing.</td>
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<td>Ability to work in both an agile or waterfall framework.</td>
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<td>Ability to identify opportunities to resolve business challenges with technical solutions.</td>
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<td>Ability to advise customers on the utilization of best practices within the technical landscape.</td>
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<td>Knowledge of various defect tracking tools.</td>
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<td>Skill in process and change management.</td>
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<td>Skill in coordinating end user testing.</td>
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<th>Education Requirement</th>
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<tr>
<td>Bachelor's Degree in Computer Science, Computer Engineering, Information Systems or a related field.</td>
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<th>Experience Requirement</th>
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<td>Two (2) years of professional level experience working on an integrated technology software system development and/or production support team.</td>
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<th>Education &amp; Experience Equivalency</th>
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<td>One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.</td>
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<td>Additional appropriate education may be substituted for the minimum experience requirements.</td>
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<th>Licensure &amp; Certification</th>
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<td>International Software Testing Qualifications Board (ISTQB) Foundation Certification preferred.</td>
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## Working Environment

Potential exposure to sufficient noise to cause distraction or possible hearing loss

## Level of Physical Demand

1-Sedentary (0-10 lbs.)

## Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Sitting**: remaining in the normal seated position.
- **Handling**: seizing, holding, grasping or otherwise working with hand(s).
- **Fingering**: picking, pinching or otherwise working with fingers.
- **Talking**: expressing or exchanging ideas by means of spoken words.
- **Hearing**: perceiving the nature of sounds by the ear.
- **Repetitive motions**: making frequent movements with a part of the body.
- **Eye/hand/foot coordination**: performing work through using two or more.
- **Lifting**: raising or lowering objects weighing no more than 10 pounds, from one level to another.

## Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification

## Assessment Requirement

None

## Probation Period

Six (6) months.

## Class Detail

- **Pay Grade**: I-811
- **FLSA Code**: Y
- **Management Level**: 10
- **Established Date**: 2/17/2019
- **Established By**: Greg Thress
- **Revised Date**: 6/11/2019
- **Revised By**: Ryland Feno

Class History:

- 6/11/19 - Updated working environment verbiage.