

QUALITY ASSURANCE ANALYST II

NATURE AND VARIETY OF WORK:

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This is full performance professional and analytical work involving planned and systematic processes that provide confidence of a product or service's effectiveness. Incumbent prepares and performs work environment or product related audits, assessments, evaluations, reviews, testing, troubleshooting, policy creation and enforcement, reporting documentation, and reviews work of lower and peer level analyst.

Work is performed under the general supervision of a higher level Quality Assurance Analyst or other designated supervisor. Work is evaluated in terms of analytical ability, accuracy, efficiency, completeness, and adherence to policies and procedures.

EXAMPLES OF WORK:

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Evaluates products, data, hardware, software, systems, vendors, environment, processes, projects, programs, or services to make recommendations.

Drafts standard quality control policies and operating procedures.

Conducts detailed analysis of progress and improvements to a new project or existing administrative program to identify deficiencies.

Conducts documentation reviews for clarity, accuracy, and completeness.

Creates and implements procedures from a written test plan and writes reports from the results.

Submits feedback from reviews and testing.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Working knowledge of creating and enforcing standard operating procedures.

Working knowledge of the placement of quality control in project lifecycle.

Ability to create and execute written procedures and test plans in a detailed manner.

Ability to be detail-oriented while performing in depth analysis of products, services, projects, programs, and business efforts.

Ability to quickly learn a new product, service, or subject matter for purposes of evaluation.

Ability to create detailed documents.

Ability to communicate effectively, both orally and in writing, with internal and external customers.

Ability to demonstrate excellence in customer service.

MINIMUM QUALIFICATIONS:

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Bachelor's Degree in computer science, mathematics, business or public administration or a closely related field; plus one (1) year experience in testing, implementing test plans, enforcing policies, performing quality control activities; or an equivalent combination of education, training, and experience.