

QUALITY ASSURANCE ANALYST I

NATURE AND VARIETY OF WORK

This is entry-level professional and analytical work involving planned and systematic processes that provide confidence of a product or service's effectiveness. Incumbent assists with work environment or product related audits, assessments, evaluations, reviews, testing, troubleshooting, and status reporting documentation. Work is performed under the close 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.

Upon the satisfactory completion of a probationary period, entry-level incumbents may be non-competitively promoted to the II full performance level at management's discretion.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

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

Drafts standard quality control policies and operating procedures.

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

Conducts documentation reviews for clarity, accuracy, and completeness.

Implements procedures from a written test plan and drafts 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

Basic knowledge of creating and enforcing standard operating procedures.

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

Ability to 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 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

Bachelor's Degree in computer science, mathematics, business or public administration or a closely related field; or an equivalent combination of education, training, and experience.