

## QUALITY ASSURANCE ANALYST III

### NATURE AND VARIETY OF WORK

This is senior/lead level professional and analytical work developing and establishing quality assurance standards for the organization for the implementation of planned and systematic processes that provide confidence of a product or service's effectiveness. Incumbent plans, prepares, and implements 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 analysts. May lead subordinate staff in the implementation of quality assurance projects and programs. 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 (ILLUSTRATIVE ONLY)

Leads subordinate staff in planning and implementing quality control activities.

Evaluates products, services, applications, and/or systems under consideration for purchase to ensure quality compliance.

Conducts audits of existing procedures, practices, and materials for compliance with current standards.

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

Submits detailed analysis reports of progress and improvements to a new project or existing administrative program.

Ensures functional requirements, system compliance, end user requirements and technical specifications are met.

Analyzes formal test results in order to discover and report any defects, bugs, errors, configuration issues, and interoperability flaws.

Presents test progress, test results, and other relevant information to project stakeholders and management.

Creates, reviews, and analyzes documentation and technical specifications to determine its intended functionality.

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

Thorough knowledge of testing best practices and methodologies.

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

Ability to demonstrate data analysis, data verification, and problem-solving skills.

Experience with ad hoc query programs, automated testing tools, and reporting software.

Thorough knowledge of importing data for use in report software, spreadsheets, graphs, and flow charts and experience with statistical reporting and analysis.

Thorough knowledge of creating and enforcing policies and standard operating procedures.

Thorough knowledge of project management and placement of quality control in project lifecycle.

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

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

Ability to create detailed documents.

Ability to facilitate quality assurance meetings.

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, plus at least two (2) years experience in managing product or service testing, monitoring service levels, inspections, benchmarking, creating metrics, evaluations, IV&V, quality reports, auditing, assessments, quality control activities, interfacing with configuration management, release management, troubleshooting, problem resolution, data or information analysis; or an equivalent combination of education, training and experience.